

Ertugrul (Arthur) Yurtseven

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Computer Science student at Simon Fraser University

Skills & Abilities

- Knowledgeable in computers and software, acquired Palo Alto Networks Cyber Security Academy Student Certificate.
- Experienced in customer service and communication, worked in retail and pharmacy for 3 months at Shoppers Drug Mart.
- Bilingual; Able to speak Turkish, Greek and English.
- Responsible, hardworking, and have positive attitude to get the job done.
- Convincing at selling and marketing products with an experience in ecommerce for 4+ years.
- Confident to talk and help to strangers with great communication skills.

Work Experience

BC Technology for Learning Society 2023 Jan 23 - Jan 27 (40 hours)

- Refurbishing computer and laptop hardware/parts and installing software.
- Quality check of refurbished computers and laptops.

Greater Vancouver Food Bank, Volunteer, Winston St. Burnaby 2022 Aug - Present

- Helping people to get food with a with a friendly and embracing manner, consistently doing team work to complete tasks such as restocking.

Shoppers Drug Mart Pharmacy Assistant, Winston St. Burnaby 2022 Feb - 2022 May

- Customer service: Greeting customers and giving out prescriptions, calling customers to invite them to pick up their prescriptions. Locating and cashing out prescriptions and ancillary items, with my own responsibility.
- Providing accurate and welcoming information in response to customer inquiries.
- Drawing customer attention to literature or information as required.

Centre Canada Newcomer Services Society, Volunteer, Burnaby 2021 Jul - Present

- Distributing food and beverages to homeless people, with a respectful and friendly attitude.
- Assisting and helping to people who visit the organization.
- Organizing and designing the place for events.
- Mentoring children while they are at class.

Ecommerce 2020 May - Present

- Buying and reselling electronic products such as phones, game consoles, headphones etc., from ecommerce platforms including eBay, Craigslist, Facebook Marketplace.
- Responding to customer inquiries over phone or text message.
- Searching for new products to sell.

References

Available upon request.