



YENAL YILMAZ

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ABOUT ME

I'm a project-driven, ambitious, quick learner and passionate Software Engineer with interests in;

- Science
- Reading
- Video Games
- Graphic Design

Skilled in Web Development and IT Service Management. I have been able to quickly adapt with the changes and always looking forward to expand my repertoire and work on impactful projects.

EXPERIENCE

FEBRUARY 2022 – MARCH 2022

CALL CENTER CUSTOMER SERVICE REPRESENTATIVE, TEKNOFIX, İZMİR, TURKEY

- Worked in Vodafone project
- Resolved concerns with products or services to help with retention and drive sales.
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Answered over 50 calls per shift to meet fast-paced call center demands.

AUGUST 2021 – JANUARY 2022

SALES REPRESENTATIVE, CLOUDFLEX FINANCE CONSULTING AND MARKETING, KYRENIA, TRNC

- Cold-called leads and closed large number of new sales over several months.
- Achieved monthly sales goals by promoting product benefits and enrolling new clients.
- Organized sales paperwork, presented proposals and finalized contracts.
- Increased sales by offering advice on purchases and promoting additional products.

JUNE 2020 – AUGUST 2020

CALL CENTER CUSTOMER SERVICE REPRESENTATIVE, WEBHELP, IZMIR, TURKEY

- Worked in Trendyol project
- Resolved concerns with products or services to help with retention and drive sales.
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.

DECEMBER 2019 – FEBRUARY 2020

SALES REPRESENTATIVE, WWF TÜRKİYE DOĞAL HAYATI KORUMA VAKFI, IZMIR, TURKEY

- Gain new members for provide resources to organization by promoting WWF and its projects with face to face program.
- Trained and mentored new sales representatives.

EDUCATION

2016 - PRESENT

COMPUTER ENGINEERING, DOKUZ EYLÜL ÜNİVERSİTESİ

SKILLS

- Web Development
- Front-End Development
- Algorithms and data structures
- Object-oriented programming
- HTML5, CSS3
- Linux
- Git
- Turkish
- English

HOBBIES

- Motorsports (F1 – Motorsports)
- NFL
- Video Games
- Travelling