

Summary

Detail-oriented and adaptable professional with a strong background in International Management, Statistics, and Stakeholder Relations. Skilled in strategic communication, event planning, and developing impactful relationships with both internal and external stakeholders. Experienced in using data analysis tools to manage and report on project outcomes, with a passion for delivering high-quality, tailored content and solutions. Proficient in creating digital content and managing social media engagement. Enthusiastic about contributing to a dynamic team, enhancing organizational communication, and driving the success of collaborative projects in a fast-paced environment.

Education

Master's Degree, International Management

Alma Mater Studiorum – Università di Bologna

September 2019 - March 2022

- Completed the CLAMDA program, focusing on preparing for international managerial roles.

Bachelor's Degree, Statistics

Middle East Technical University (ODTÜ)

2012 - 2017

Achieved student honour status and actively participated in various student societies.

Bachelor's Degree, Business Administration

Anadolu University

2012 - 2016

Professional Experience

Contacting Person, EKOenergy Ecolabel

March 2024 - March 2025 | Helsinki, Finland (Hybrid)

- Managed relationships with over 30 energy companies, ensuring high customer satisfaction and long-term engagement.
- Acted as the primary contact for clients, addressing inquiries, resolving issues, and providing tailored solutions.
- Developed content strategies to improve customer engagement and brand loyalty.
- Optimized communication channels to enhance user experience and service efficiency.

Digital Marketing Manager, Bastak Instruments

September 2022 - June 2023 | Ankara, Turkey

- Provided customer support via digital channels, ensuring inquiries were handled efficiently.
- Managed social media interactions, responding to customer questions and concerns in a timely manner.
- Analyzed customer feedback to improve service quality and user experience.

Ad Operations Manager, BcnMonetize

August 2021 - July 2022 | Barcelona, Spain

- Provided client support by troubleshooting technical issues and optimizing advertising performance.
- Analyzed customer engagement metrics to refine service offerings and maximize user experience.

Project Intern

Enel X

Oct 2021 - Dec 2021 (3 months)

Rome, Lazio, Italy

- Supported the development and implementation of sustainable battery recycling processes within the Italian supply chain.
- Conducted research on recycling technologies and market trends, contributing to the formulation of project strategies.
- Coordinated cross-functional teams to streamline workflows and prepared reports and presentations on project progress and outcomes.

Skills

- Appsflyer, Adjust, DemandScale
- MS Office
- SPSS
- Logistics & Procurement
- Demand Forecasting
- Inventory Management
- Data Analysis & Reporting
- Communication & Collaboration
- Customer Relationship Management
- Problem-Solving

Languages

English: Fluent

Turkish: Native

German: Elementary

Italian: Elementary

Finnish: Beginner

Volunteering

- Suomen Luonnonsuojeluliitto (Mar 2024 - Mar 2025, Helsinki Finland) Volunteer, Environment – Environmental conservation and awareness.
- European Solidarity Corps (Feb 2020 - Mar 2020) Volunteer, Children – Led charity events for disadvantaged youth and elderly in Sumy, Ukraine.
- SIW Internationale Vrijwilligersprojecten (Sep 2013) Volunteer, Environment – Farming, tree planting, and environmental projects in Holland.
- ESN Italia (Jan 2019 - Nov 2021) Member – Promoted mobility and inclusion for students with disabilities in Bologna, Italy.

Certifications

- How to Sell on Value, Not Price (LinkedIn, April 2024)
- Google Analytics Quick Start (LinkedIn, November 2022)
- SEO Foundations (LinkedIn, September 2022)
- Google Ads Essential Training (LinkedIn, August 2022)

References

Available upon request.

Note: I have not listed all of my work experiences in my resume. For a more detailed review, you can visit my LinkedIn profile [here](#).