


Sude ATLI

Date of birth: 17/10/1998

Nationality: Turkish

CONTACT

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WORK EXPERIENCE

26/09/2024 – CURRENT Krakow, Poland

Lead Prospector/Lead Generation TTEC Europe

- Designed and implemented data-driven lead generation strategies targeting the DACH region, contributing to significant business growth and client acquisition.
- Collaborated directly with Google's Hamburg office to align outreach initiatives with industry-leading standards, leveraging innovative tools and insights.
- Built and managed extensive databases of high-quality leads, ensuring accuracy, segmentation, and actionable intelligence for strategic decision-making.
- Established strong relationships with key decision-makers at prospective companies through personalized outreach and value-focused communication.

15/02/2024 – 26/09/2024 Krakow, Poland

Digital Marketing Strategist TTEC Europe

- Successfully managed and optimized 330+ Google Ads clients assigned directly by Google Ads, accounts per quarter, delivering strategies that exceeded KPIs.
- Developed tailored campaigns across industries, driving quality conversions and aligning with business goals.
- Monitored and optimized campaigns by refining bidding, targeting, and messaging, achieving higher engagement and ROI.
- Built strong client relationships, providing data-driven insights to meet objectives and foster long-term success.

15/02/2022 – 05/03/2023 Eskisehir, Türkiye

Customer Service Representative Comdata

- Addressed customer concerns with empathy, taking the time to listen and find thoughtful solutions that turned challenging situations into positive outcomes.
- Handled high volumes of inquiries via phone, email, and chat, always remaining calm, patient, and focused on finding the best resolution for each customer.
- Stayed up-to-date with product knowledge and promotions, ensuring customers received the most accurate and helpful information.
- Documented customer feedback and experiences, sharing insights to improve service and ensure future customers had even better experiences.
- Built strong, long-lasting relationships with customers, creating a welcoming environment that encouraged trust and loyalty.

02/04/2023 – 15/02/2024 Balikesir, Türkiye

Customer Service Representative Teleperformance

- Played a key role in creating a positive first impression by handling inbound inquiries with professionalism, enthusiasm, and a focus on customer needs.
- Utilized strong product knowledge to proactively educate customers about features, benefits, and the best ways to utilize services, driving greater satisfaction and loyalty.
- Excelled in high-volume call environments, using time management skills to balance speed and quality of service without sacrificing attention to detail.
- Resolved service issues and complaints by identifying root causes and implementing effective solutions, often exceeding customer expectations.
- Contributed to meeting and exceeding customer satisfaction metrics through consistent follow-ups, ensuring that all customer issues were fully addressed.

15/10/2017 – 09/07/2021 Mersin, Türkiye

Web Content Manager Ecryptobulls

- Created SEO-driven content to boost online visibility, improve search rankings, and drive organic traffic.
- Conducted keyword research, optimized on-page elements, and crafted engaging, high-quality content aligned with target audience needs.
- Analyzed performance metrics to refine strategies and ensure consistent content effectiveness.

EDUCATION AND TRAINING

06/09/2017 – 15/06/2022 Eskisehir, Türkiye

German Language Teaching Anadolu University

LANGUAGE SKILLS

MOTHER TONGUE(S): Turkish

Other language(s):

German

Listening C1

Spoken production C1

Reading C1

Spoken interaction C1

Writing C1

English

Listening C2

Spoken production C2

Reading C2

Spoken interaction C2

Writing C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

PUBLICATIONS

2019

Das Übungsbuch Grammatik Niveau A2/B1 - Sude Atli

- Authored a comprehensive and user-friendly German grammar practice book designed specifically for learners at the A2 to B1 levels, focusing on progressive language development.
- Organized content into structured sections, addressing key grammar topics such as verb tenses, sentence structure, and word order, ensuring learners could easily track their progress.
- Incorporated a variety of exercise types, including fill-in-the-blank, multiple choice, and sentence formation tasks, to cater to different learning styles and promote active engagement.
- Emphasized practical usage, helping learners apply grammar concepts in everyday conversation and writing.
- Worked independently to research, write, and edit the material, ensuring accuracy and clarity throughout the book.

PROJECTS

10/09/2017 – 10/06/2019

AIESEC OGV Team Leader

- Participated in organizing and managing local events and programs aimed at fostering cross-cultural understanding and promoting global leadership.
- Collaborated with members across multiple regions to promote global internships and volunteer programs, helping to facilitate cultural exchanges and career development for young professionals.

DIGITAL SKILLS

Google : Google ADS | MS Office (Word, Excel-VBA, Power Point) | Content creation in Moodle and Wordpress | Working knowledge of SEO optimization | 5+ year in marketing