

# MURAT TIRYAKI

Full-time IT professional at Apple Maps Project  
Part-time Computer Science (Software Development Stream) Student in the evenings

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## SUMMARY

Seeking an engaging position where I can leverage my six years of expertise in data analysis and quality control within Apple projects, along with my ongoing studies in a Higher Diploma in Computer Science Software Development stream, to contribute significantly to the organization's success. I am particularly interested in roles that allow me to apply and enhance my Python skills.

## WORK EXPERIENCE

### Data Quality Controller at Apple Maps Project TELUS International, Dublin, Ireland

01/2021 - Present

- I oversee the Apple Maps Project for the DACH, Italy and Israel markets, managing a team of 9 Quality Assurance (QAs) professionals and coordinating the activities of around 150 freelance data raters.
- Assigning QA Works to QAs such as Learning Material preparations, responses to raters' questions.
- Being a link between Apple and QAs & raters in my market to guarantee that all tasks are done with high quality and on time.
- Responsible for the quality score of data submitted by raters in my markets and taking any necessary action to maintain overall quality.
- Supporting QAs and raters and responding to their inquiries about the guidelines, learning materials, and guiding them through a CRM ticket system, Oracle Service Cloud.

### Language Data Analyst at Apple Siri Project TELUS International, Cork, Ireland

01/2019 - 01/2021

- Specialized in data and linguistic modeling, employing sophisticated techniques to structure and analyze linguistic data. This involved creating robust models that facilitated improved understanding and processing of linguistic elements, ultimately enhancing the overall efficiency and accuracy of language-related functionalities within the projects.
- Leveraged Natural Language Processing (NLP) techniques for advanced speech recognition within the context of artificial intelligence, ensuring seamless integration and enhanced user experience.
- Conducted rigorous localization quality testing and meticulously reported findings, contributing to the refinement of language-specific features and functionalities in global contexts.

### Business Data Technician at Apple Maps Project RWS Moravia, Cork, Ireland

04/2018 - 01/2019

- Offered efficient customer support to Apple Maps users, managing an average of 4 tickets per hour through the utilization of CRM tools.
- Conducted comprehensive reviews of data and evaluated the content in Apple Maps sourced from both third-party providers and users, ensuring accuracy and adherence to established guidelines.
- Identified and analyzed root causes of trending issues, taking proactive steps to escalate matters when necessary, contributing to swift problem resolution.
- Cultivated and sustained a robust understanding of internal policies, procedures, and services, enabling effective and informed responses to customer issues and concerns.

## EDUCATION

### Postgraduate Diploma in International Business - Level 9

Griffith College Dublin  
01/2017 – 02/2018

### Higher Diploma in Computing in Science - Software Development Stream - Level 8

Technological University of Dublin  
(Formerly DIT)  
09/2022 – 06/2024 (Expected)

### Data Analyst Diploma

Pitman Training Ireland  
09/2023 – 09/2024 (Expected)

## SKILLS

**Backend:** Python, C#, R

**Frontend:** HTML, CSS, JavaScript

**Database:** MySQL

**Visualization:** Tableau, Sisense

**CRM:** Oracle Service Cloud, Salesforce, HubSpot

**Others:** Data Analysis, Data Processing, Computer Science Fundamentals, Artificial Intelligence, Speech Recognition, Natural Language Processing, Machine Learning, Crowdsourcing, Localisation, G-Suite, Microsoft Teams, Slack, Alchemer (SurveyGizmo), SharePoint

## LANGUAGES

English  
Full Professional Proficiency

Turkish  
Native or Bilingual Proficiency