

İletişim Bilgileri

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En Önemli Yetenekler

Logistics Management

Teamwork

Document Management

Languages

İngilizce (Limited Working)

Almanca (Elementary)

Certifications

Food Control Specialist

Mastery in Written and Verbal
Communication

Chess Expert

Yasar OGLAKCI

Software Support Specialist at Paket Mutfak
İstanbul, Türkiye

Özet

Throughout my journey, I've remained committed to continuous self-improvement and have developed a profound affinity for technology.

My journey into the professional world was influenced by an innate curiosity that has been with me since childhood. During my formative years, I initiated a project aimed at preventing carbon monoxide poisoning for the "Genç Bakış" program, collaborating with Abbas Güçlü.

Additionally, I participated in a Tübitak project where we endeavored to develop a natural cream. Although our ambitions were high, I encountered challenges in securing the necessary support to sustain these initiatives. Nevertheless, these experiences ignited and deepened my passion for technology.

My foray into the realm of software commenced during my usage of Nokia phones, where I began exploring their software intricacies. This curiosity led me to delve into Java programming, marking the inception of my software development journey. Over time, I've remained abreast of emerging technologies and diversified my skill set, continually expanding my proficiency in various programming languages and technological domains.

Throughout my professional tenure, I've been driven by a dual commitment to personal growth and organizational enhancement. I've consistently sought opportunities to contribute value through the initiation of innovative projects, assumption of leadership roles, and cultivation of a proactive presence within the industry.

Beyond the confines of the professional sphere, I'm an avid enthusiast of exploration and self-enrichment. I derive immense satisfaction from embarking on journeys of discovery, relishing in the opportunity to immerse myself in new environments and cultures. These experiences serve as catalysts for introspection, fueling my

dedication to sculpting a future characterized by continual growth and development.

Deneyim

Paket Mutfak

Software Support Specialist

Mayıs 2024 - Present (2 ay)

İstanbul, Türkiye

SKYWORTH

Technical Support Executive

Mart 2024 - Mayıs 2024 (3 ay)

ELS Lojistik

Customs Operation Assistant Specialist

Kasım 2023 - Mart 2024 (5 ay)

I managed the customs processes for both import and export operations in compliance with customs regulations from start to finish. This included preparing and tracking customs declarations and coordinating customs procedures. By ensuring smooth and efficient completion of customs processes for clients, I maintained the highest level of customer satisfaction.

I was responsible for the preparation, verification, and updating of all documentation required for customs procedures. This involved ensuring that invoices, delivery notes, transport documents, and other customs paperwork for import and export operations were prepared accurately and in compliance with customs regulations. Additionally, I contributed to the archival of documents in accordance with customs regulations.

I monitored the tracking of vehicles used in our company's transportation activities and also facilitated the necessary sealing processes for international transportation operations.

I conducted field operations for customs and transportation procedures. By working in coordination with customs officers and other relevant parties, I ensured that processes were completed quickly and efficiently. Additionally, I ensured the maintenance of security and quality standards during field operations and assisted in problem resolution.

Yemeksepeti

5 yıl 2 ay

Technical Support Senior Specialist

Temmuz 2023 - Kasım 2023 (5 ay)

In addition to my current responsibilities, I took on various additional duties. Within this scope, I assumed new tasks such as managing telephony systems (Avaya, Alotech, Cisco, etc.), creating new operator profiles, and updating existing profiles. I worked diligently to ensure the efficient and reliable operation of these systems, closely monitoring current workflows and updating and improving existing operational systems.

Furthermore, I performed the setup of new company vehicles and prepared documentation for them. I conducted installations of new vehicles, provided training to employees, and ensured the efficient utilization of these assets. By creating training programs for new hires, I facilitated their adaptation process and enhanced internal knowledge sharing.

I also took on responsibilities such as integration and system testing according to the plans of global teams, testing new tools, and identifying and reporting any issues with them. In this process, I conducted application and interface tests to evaluate system performance and prepared detailed reports for necessary improvements. Additionally, I identified and reported any malfunctions, taking necessary measures to ensure uninterrupted system operation.

Through these efforts, I contributed to enhancing the company's competitiveness and optimizing its business processes.

Technical Support Specialist

Ekim 2021 - Ağustos 2023 (1 yıl 11 ay)

In my role as an expert, I undertook additional responsibilities alongside my duties as a technical support specialist. Within this scope, I diligently worked to analyze technical and general issues in detail, providing the relevant team with comprehensive requests for guidance. I offered software and hardware support to resolve issues and devised necessary technical solutions.

Furthermore, I meticulously handled team task assignments and tracking. By maintaining continuous communication with the operations team, I promptly intervened in current issues and worked in a solution-oriented manner to enhance operational efficiency.

I periodically conducted hardware and software operations to ensure the operations team's active performance, regularly monitoring and providing support for updates, technical assistance, and repairs.

Utilizing my problem-solving and analytical thinking skills, I contributed to the improvement of operational processes. By effectively leveraging my technical knowledge and abilities, I enhanced operational efficiency and aimed for operational excellence.

Technical Support Agent

Temmuz 2019 - Ekim 2021 (2 yıl 4 ay)

İstanbul, Türkiye

I conducted necessary follow-ups to ensure the smooth operation of tools and programs used for order transmission to restaurants. During this process, I provided technical support to restaurants using communication channels such as phone, email, ticketing systems, and remote connections.

When providing technical support to restaurants, I utilized my analytical thinking skills to quickly identify and solve problems. I generated fast and effective solutions to ensure customer satisfaction and intervened in field operations when necessary to resolve issues.

Additionally, I performed installations of programs used within call centers and provided assistance with the initial setup and basic interventions of equipment, either onsite or remotely. Through collaboration within the team, I contributed to the smooth execution of operations.

In this position, I developed my communication skills and enhanced my problem-solving abilities. By utilizing my technical knowledge and skills, I improved restaurant workflows and maximized operational efficiency. Through my customer-centric approach, I increased customer satisfaction and strengthened the brand image.

Customer Support Specialist

Ekim 2018 - Temmuz 2019 (10 ay)

İstanbul, Türkiye

I provided support for requests coming from users and restaurants. During this process, I listened to users' order-related requests and complaints, and provided solutions to ensure customer satisfaction. Additionally, I tracked

orders to provide customers with up-to-date information and managed the delivery process.

I provided support to users and restaurants through both voice and written channels. Using communication channels such as phone and email, I listened to and addressed issues from users and restaurant owners. Through my customer-focused approach, I enhanced satisfaction among users and restaurant owners, strengthening brand loyalty.

Throughout this process, I developed my communication skills and reinforced my ability to make quick decisions and find solutions to problems. Working effectively in a dynamic and fast-paced environment, I collaborated harmoniously within the team and successfully achieved business results.

Thanks to my customer-centric work principle, I contributed to improving the customer experience while maintaining Yemeksepeti's quality standards.

TEKNOSER

Technical Support Specialist

Ağustos 2016 - Ekim 2018 (2 yıl 3 ay)

İstanbul, Türkiye

I provided assistance to users both before and after sales by establishing remote connections or providing guidance over the phone. I identified software issues, found solutions, and directed users accordingly. Additionally, I assisted in repairing post-sales device problems and provided necessary technical support.

To keep the workflow updated, I continuously monitored the flow and prepared necessary documents. By consistently updating existing documents, I contributed to the improvement of business processes. Moreover, by providing service support, I increased customer satisfaction and maintained the quality of the Canon brand.

I ensured customer satisfaction by tracking incoming requests and regularly maintaining related reports. Throughout these processes, I enhanced my communication skills, reinforced my customer-focused work principle, and effectively collaborated within the team. Leveraging my technical knowledge and skills, I successfully provided effective solutions to user problems and elevated Canon Turkey's technical support standards.

TEKNOSER

Project Intern

Eylül 2015 - Haziran 2016 (10 ay)

İstanbul, Türkiye

As a senior high school student, I served as a project intern for 9 months. During this period, I undertook tasks such as managing project processes and document tracking. Additionally, I provided support for special projects of companies such as Turkish Airlines, Canon Turkey, Xerox Turkey, and Asus Turkey.

I gained various experiences by participating in different projects. In these projects, I conducted analyses, compiled data, and prepared reports to achieve predetermined objectives. I coordinated and monitored project processes, collaborated with project teams, and successfully delivered results within the established timeframe.

Furthermore, I provided software and hardware support, including repair assistance, by engaging in field operations. Actively participating in field operations, I identified and resolved technical issues. By resolving customer problems, I enhanced customer satisfaction and upheld the brand image.

Throughout this process, I developed my project management skills and strengthened my communication and teamwork skills. Having the opportunity to work in various industries provided me with a broader perspective and enabled me to gain experience in different fields of work.

Vodafone

Sales Specialist

Haziran 2015 - Ağustos 2015 (3 ay)

İstanbul, Türkiye

I actively participated in device and line sales, pre-sales and post-sales support, activation and installation processes, store layout and inventory management, as well as collection and shipment tasks.

In order to provide customers with the correct products and services, I engaged in device and line sales processes. Focusing on understanding customer needs, I provided appropriate solutions and offered pre-sales and post-sales support. I ensured customer satisfaction by meticulously handling activation and installation processes.

I also took on responsibilities for store layout and inventory management. By ensuring the store was presented in an organized and appealing manner, I enhanced the customer experience. Additionally, I conducted inventory management to identify any shortages and reported them to the relevant departments.

I actively participated in collection and shipment tasks as well. I provided support for customer collection processes and assisted in shipment processes. I contributed to the smooth and orderly execution of operational processes.

Throughout these processes, I worked with a focus on customer satisfaction, developing my communication and problem-solving skills. Working effectively in a fast-paced environment, I successfully collaborated within the team and achieved successful outcomes.

Burger King

Sales Specialist

Ekim 2014 - Haziran 2015 (9 ay)

İstanbul, Türkiye

During an 8-month period, I worked at Burger King restaurant, where I undertook cashier, production, and warehouse duties. As a cashier, I actively worked to meet customer service standards, efficiently processing orders quickly and accurately to ensure customer satisfaction. Additionally, I prepared and served products according to customer requests.

In the production area, I participated in the preparation and serving processes of fast-food items. During high-demand periods, I worked swiftly and efficiently to meet customer expectations. Through teamwork, I coordinated with other staff members to organize workflow and maintain quality standards.

In warehouse operations, I performed tasks such as material procurement, stock management, and inventory control. I ensured that received items were stored correctly and made readily available for use when needed. By conducting stock tracking and daily inventory counts, I contributed to the effective management of business resources.

Throughout these processes, I developed my time management skills by working in a fast-paced environment, and I proved my ability to maintain quality and customer satisfaction even under heavy workloads.

Koska

Sales Specialist

Haziran 2014 - Ağustos 2014 (3 ay)

İstanbul, Türkiye

During a period of 2 months, I worked as a shop assistant in a retail store. I actively worked to ensure customer satisfaction and gained significant experience in the sales field. I was responsible for arranging and presenting products in an organized and appealing manner.

My primary duties included providing customers with product information, meeting their requests, and conducting sales transactions. Additionally, I conducted inventory management by identifying any shortages and reporting them to the relevant departments.

I maintained the cleanliness and organization of the sales area, thereby upholding a professional image for the business. While enhancing my customer relations skills, I also demonstrated effective working abilities in a fast-paced environment.

Eğitim

Anadolu Üniversitesi

Computer Programming · (Ağustos 2022 - Haziran 2024)

İstanbul Üniversitesi

Justice · (Ağustos 2022 - Haziran 2024)