

Omer Gencoglu

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“Discipline + Hard Work + Patience = Success”

Summary of Qualifications

- **2+ years’ experience in the areas of IT technical support, graphic design, and reputation management** in digital media and website administration
- **Quick learner who quickly adapts to change**; continuously learning about new web-based software, hardware, and operating systems
- Tech savvy and highly skilled in supporting common Desktop applications and related hardware technologies in an IT department
- **Strong writer with exceptional attention to detail** honed through 2 years in the Turkish Military Academy and **multiple web administration roles** covering a broad and challenging scope of work
- Strong self-starter, who can masterfully juggle multiple projects and prioritize to meet deadlines
- **Expertise in producing content across a variety of channels** including blogs, social media, and print publications; keen on enhancing programming and design skills through industry events and online courses

Technical Skills

Operating Systems:	<i>Windows, Android, iOS, Mac OS, Linux</i>
Applications & Tools:	<i>Adobe Photoshop, ServiceNow, Microsoft Office 365, GanttProject</i>
Tools:	<i>VMware, G Suite by Google, Packet Tracer</i>
Project Management:	<i>Agile, Waterfall, Scrum, Gantt Charts</i>
Languages:	<i>Python, HTML, CSS</i>

Education & Certifications

CompTIA A+	Apr 2020
Cisco IT Essentials Certification	Apr 2020
Junior IT Analyst Program NPower Canada Toronto	Jan 2020 – May 2020
Bachelor of Science in International Relations Middle East Technical University Ankara, Turkey	Oct 2016 – Jul 2019
Bachelor of Science in International Relations (Partial Completion) Turkish Military Academy Ankara, Turkey	Sep 2014 – Jul 2016

Work Experience

Junior Support Advisor Shopify Toronto, Ontario	Jun 2020 – Oct 2020
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Supported merchants in technical areas as well as conducting business coaching to increase their business efficiency and help them develop their business strategies.

- **Solved more than 500 cases**, helped merchants in a friendly manner, understood and solved the problems in an efficient way
- **Used tools to support merchants like Zendesk**
- **Became a part of the crew**, helped colleagues solve their problems, and worked as a team-member
- **Gained experience in a corporate environment**, experienced e-commerce, business management, and advertising

Help Desk Technician & Graphic Designer

Jul 2019 – Sept 2019

Porto's Airbag | Braga, Portugal

Created purpose-driven campaigns that raised product visibility and elevated Porto's Airbag's positioning and online presence in the industry.

- **Led all areas of marketing strategy, communication, messaging, branding, product marketing, social media** (Facebook, LinkedIn, Twitter and YouTube), and **public relations**
- **Built awareness of the company's products and services by collaborating with the Porto's Airbag leadership team** to build awareness through online and print advertising (email signatures, business cards, and flyers) and develop differentiated positioning and a polished corporate identity
- **Trained employees and supported change management** while installing and deploying new software and transitioning to Google applications including Google Backup and Sync
- **Installed and performed repairs** to hardware, software or peripheral equipment and following design or installation specifications

Corporate Communications Intern

Jun 2018 – Jul 2018

Turkey's Isbank | Istanbul, Turkey

Completed the MasterClass internship program within the Corporate Communications department (Digital Media section).

- **Reputation Management in Digital Media Buying Project**: conducted extensive research and **presented findings to an audience of 25+ colleagues and managers**
- **Selected to spearhead campaign to manage the company's digital reputation** by generating whitelists and blacklists to inform the company's ad-buying process
- Gained exposure to different areas of the communications department and **established a professional network** consisting of contacts in the local and worldwide Digital Media communities
- Assisted with the development and execution of communications plans, and provided team with day-to-day coordination support

Volunteer Experience

Founder and Web Administrator

Sep 2014 – Sep 2016

animelodi.com (animelodi.blogspot.com) | Ankara, Turkey

Animelodi is an online community where like-minded users connect through their interests in Anime music.

- **Designed, deployed, developed and maintained all web-related activities** associated with the Animelodi community **reaching 1000+ users on a monthly basis**
- **Advertised, reviewed applications, and selected candidates** for Japanese to Turkish translation crew
- Provided Turkish language lyrics for dozens of popular Japanese Anime songs in collaboration with a 5-member translator crew
- **Conducted search engine optimization (SEO)** and built the website's online identity through **designing and managing social media and Google accounts**