

# SULTAN ÖZBUDAK

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📍 İstanbul, Türkiye

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## 🎯 Career Objective

Motivated and detail-oriented professional with a passion for continuous learning and personal development. Seeking a dynamic role in a forward-thinking organization where I can contribute my communication, organizational, and problem-solving skills to deliver impactful results.

## 📋 Professional Experience

### Administrative Assistant

ABC Holding – İstanbul | Jun 2022 – Present

- Coordinated internal meetings, travel arrangements, and calendars for executives
- Streamlined documentation processes, reducing paper usage by 40%
- Assisted in project coordination and internal communications

### Customer Support Specialist

XYZ Telekom – Remote | Jan 2021 – May 2022

- Managed customer queries via phone and email, achieving 98% satisfaction rate
- Prepared reports and improved FAQ documentation for faster resolutions
- Trained 3 new team members on CRM usage and internal tools

## 🎓 Education

### B.A. in Business Administration

Marmara University – İstanbul | 2017 – 2021

- Graduated with honors (3.47/4.00 GPA)

- Erasmus Exchange Program – Warsaw School of Economics, Poland

### **Skills**

- Office & Communication: MS Office, Google Workspace, Slack, Zoom
- Languages: Turkish (Native), English (Fluent), German (Beginner)
- Soft Skills: Time Management, Teamwork, Empathy, Flexibility

### **Certifications**

- Project Management Fundamentals – Coursera (2023)
- Effective Communication Skills – Udemy (2022)

### **Interests**

Volunteering, photography, podcasts on leadership, travel blogging