

Yigit KOCAK



PROFILE

I've worked in an academic consultancy firm where I managed sales and the sales team. Afterwards, I started working for Accenture in a project that operates for a popular social media/ video platform, supporting its partners. I've improved myself and quickly got two promotions in a short time and became the SME/QA of the whole project while also backing up Team Lead for the Turkish team. Currently I'm looking for similar positions as a Team Leader, QA, SME or any role related to sales since I have sufficient experience and skills.

CONTACT DETAILS

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🌐 LinkedIn Profile
✉ Dublin 6, Ireland

PERSONAL INFORMATION

Citizenship: **Turkish**
Visa: **Stamp 4**
Languages: **Turkish** (Native),
English (Fluent), **French** (Basic)

SKILLS

- Python, SQL, SAP
- Salesforce, Oracle, Teams
- MS Word, Excel, PowerPoint
- Driver Licence
- Youtube Nike Commercial

EXPERIENCE

TRAINER, INSTRUCTOR at *Accenture, Ireland.* **SEP 2024 - present**
◇ Training new joiners, Ramp-Up for new project development, Organizing team for new structures.

QUALITY ANALYST, SME, STRATEGIC PARTNER MANAGER at *Accenture, Ireland.* **JUL 2022 - NOV 2023**
◇ Quality and DSAT Checks, Reporting, Leading calib sessions, 1-1 feedback sessions, Associate Team Lead of TR and PT Team, became redundant after the project change country.

SENIOR CUSTOMER REPRESENTATIVE, QUALITY ANALYST at *Accenture, Ireland.* **JAN 2022 - JUL 2022**
◇ Supporting clients in various topics, Queue management, Stats for team performance, Supporting new joiners, Shadowing, QA tasks.

CUSTOMER SERVICE AGENT AND SALES REPRESENTATIVE at *Accenture, Ireland.* **NOV 2020 - JAN 2022**
◇ Troubleshoot, help resolve technical issues in a friendly and accurately, Flag trends and global technical issues, escalate issues in a timely manner.

MEETINGS, EVENTS ASSISTANT at *Radisson Blu Royal Dublin, Ireland.* **SEP 2019 - NOV 2020**
◇ Setting conferences for organizations
Working as a team with a multinational group coming from 28 different nations.

SALES REPRESENTATIVE at *CDS Istanbul, Turkey.* **SEP 2017 - JUN 2018**
◇ Finding new customers and promoting and offering academic programs to the potential candidates, Assist students and parents to fill out forms and collecting documents, Implemented CRM software to the company (NetSuite/Oracle), to store customer data in a more secure and accessible way.

OPERATION MANAGER at *Kahhve.com, Turkey.* **OCT 2016 - AUG 2017**
◇ Organizing events to promote the brand, Tracking and preparing customers' orders, Procurement and Logistics.

PROCUREMENT ASSISTANT at *Martin Metal, Turkey.* **JUL 2012 - FEB 2013**
◇ Searching new commodities, Tracking orders, Finding leads.

EDUCATION

POSTGRADUATE DEGREE IN GLOBAL BRAND MANAGEMENT
Griffith College Dublin, Ireland. **FEB 2019 - JUL 2020**

BACHELORS DEGREE IN BUSINESS ADMINISTRATION.
Ozyegin University, Turkey. **SEP 2012 - FEB 2017**

ADDITIONAL EDUCATION

PYTHON, SQL LANGUAGE. *Codecademy* **2024**
HIGHSCHOOL DIPLOMA, *KOC High School, Turkey* **SEP 2008 - JUN 2012**

HOBBIES

Music: playing piano, producing in studio

Basketball: former professional, Nike Basketball Commercial - Nike was promoting their target customers in Turkey to their headquarters in Europe to know their wants and needs and I was selected to act in this commercial

Miscellaneous: cooking various cuisine, going to movies