



YUNUS SEZEN

Software Development and Call Center Systems Specialist

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🏠 Atakent Mh. Elvankent Etimesgut Ankara

🚗 B Sınıf

SKILLS

SQL Knowledge

Coding Language

Source Control

Network SIP System

Software LifeCycle

Technical Analyst

KNOWLEDGE

■ FRONTEND: ReactJs, Vite, JavaScript, HTML, CSS3, Bootstrap, DevExpress

■ BACKEND: Django Python, GoLang, .NET, NodeJs

■ DATABASE: PostgreSQL, MsSQL, MySQL

■ DEVOPS: Docker, Nginx, AWS, CI/CD

■ REPORTING: SAP BI, Tableou, MicroStrategy

■ VCS: Git, TFS

■ IDE: PyCharm, Visual Studio Code

PROFILE

Yunus Sezen, customer and solution focused, analytical, social, program team member or team leader:)

In business life and while producing new ideas; Is it beneficial for the customers,me, my team and my company...?

While solving a problem;

-Diagnose the problem clearly and redesign the system if possible and necessary.

-The solution must be permanently, it is not repeat again. If it will be, the risk must set to minimum.

While creating a process;

-The highest efficiency should be obtained with the least effort. (Time should be created for new ideas and socialization) -It should be simple and sustainable.

-It should be open to development. (There should be a regular feedback system) I should like being short and concise. Up until now, I have always worked in jobs I loved, my successes and failures have always added something to me.

If you want to learn, life is a great teacher :)

EXPERIENCE

Director of Software Development and Switchboard Systems

Jul 2020 – Mar 2024

Pusula CX, ANKARA

Analysis, design, integration, installation and maintenance process management of voice response and automatic distribution systems in call center systems (Genesys, VocalCom) and CRM systems (.NET)

Software Development TeamLeader

Nov 2018 – Jul 2020

Pusula Call Center, ANKARA

Installation of CRM Systems and introduction of omnichannel support, end-to-end monitoring of processes.

Financial Analysis and Reporting Specialist

Aug 2017 – Nov 2018

LANGUAGE SKILLS

İngilizce

Turkish

Pusula Call Center, ANKARA

Effective visualization of raw and summary data required for financial analysis and productivity tracking for internal and external customers at the database layer, via MSSQL database

Technology Services Supervisor

Nov 2008 – May 2017

Vodafone A.Ş., ANKARA

Technology services team management and call systems monitor

Technology Services Representative

Jan 2005 – Oct 2008

Vodafone A.Ş., Ankara

Customer Care Agent

Jun 2004 – Feb 2005

Vodafone A.Ş., ANKARA

CERTIFICATION

TROIA Programming Language

May 2019

IAS, ISTANBUL

The Backstage of Canias IAS.

TROIA is a high level programming language which is designed by IAS (Industrial Application Software).

Quality Management Systems

IRIS, ANKARA

If it is of good quality, it is efficient.

You understand why you should not put quality in the background in your work.

PCI DSS V3.2

Jan 2017

FQC, ISTANBUL

Payment Card Industry Data Security Standard

Protecting cardholder data and sensitive authentication data at every point where it is processed, stored or transmitted.

SAP Advanced Report Design

Sep 2015

METRIC, ANKARA

Subqueries, calculation contexts based on combined query results. Advanced query techniques with Web Intelligence. Creating complex formulas. Useful reporting features and summarized visualization of data.

Business Communication

Feb 2010

Masters, ANKARA

The importance of communication within the team. The benefits of strong communication under a corporate roof.

Call Center Systems

Jul 2007

Vodafone, ANKARA

This training, given on call center dynamics, covers how to effectively analyze customer needs and what action plans are required. At the basic level, it provides expertise in various subjects such as switchboard structures, performance indicators (KPI), SLA, FCR, forecast

EDUCATION

Bussiness Administrator

Sep 2004 – Sep 2008

ANADOLU UNIVERSITY

Bachelor's Degree

Electronic

Sep 1995 – Sep 1999

ABIDINPASA TECHNICAL, ANKARA

Electronic Logic Diagram and Circuit Design

REFERENCES

Eray ÖZCAN (Co-Founder)

Teus Teknoloji A.Ş, ANKARA

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