Tolga ÇELEBİ

Country: Istanbul, Turkey
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Email: tolgacelebi123@hotmail.com
Date of Birth: 18.03.2000

WORK EXPERIENCE

03/2022 – 02/2023.

English/Turkish Customer Representative at GO Sharing
Responsibilities:

- Maintaining solid customer relationships by handling questions and concerns with speed and professionalism
- Resolving customer complaints, managing database records, drafting status reports on customer issues
- Answering the customers' questions via call and chat.

05/2023 – 11/2023

English/Turkish Customer Support Associate at Superpedestrian
Responsibilities:

- Issuing fines to the customers who park their vehicles incorrectly.

- Maintaining solid customer relationships by handling questions and concerns with speed and professionalism.
- Resolving customer complaints.
- Answering the customers' questions via call and chat in English and Turkish.

05/2024 – 07/2024

English/Turkish Customer Support Associate at Superpedestrian
Responsibilities:

- Issuing fines to the customers who park their vehicles incorrectly.
- Maintaining solid customer relationships by handling questions and concerns with speed and professionalism.
- Resolving customer complaints.
- Answering the customers' questions via call and chat in English and Turkish.

08/2024- 12/2025

English/Turkish Customer Support Agent at Evoplay
Responsibilities:

- Providing qualified consulting assistance on the technical and financial parts of products, mainly by chats, emails or calls
- Introducing users to the company's products, their characteristics, current promotions, and offers.
- Sending requests to solve technical and financial difficulties of users, receiving feedback to further inform users
- Informing about detected problems or errors on supported resources
- Processing of Service Desk tickets.
- Consulting our valuable customers on their sport bettings.

EDUCATION

2019- 2021

Associate Degree of English Translation and Interpreting, Beykent University

2020-2021

Panstwowa Wyzsza Szkola Zawodowa w Koninie, Erasmus Participant

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ADDITIONAL SKILLS

Microsoft Office package: Microsoft Word, Excel, Rapid typing on keyboard (Clerk level)