### Curriculum

### Vitae

**Personal information:**

First name: Yalçın

Last name: Kocagül

Date of birth: 09/09/1985

Town of birth: Istanbul/Turkey

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**Address:**

Ul. Bluszczanska 34/8

00-712 Warszawa

Mobile telephone: +48 501 509 077

**Work experience:**

* **Wincor Nixdorf:** 04/06/2012 – currently as Supervisor with Turkish and English;

Duties:

* managing the team,
* project coordination and creation of new rules and responsibilities,
* monitoring the work according to SLA,
* assigning and distributing tasks among team members,
* preparing schedules, supporting the team on daily basis,
* preparing procedures, weekly and monthly reports for Team Manager,
* participating in conference calls, meetings,
* managing internal and customer escalations,
* couching team members in terms of customer service,
* providing the trainings for new employees,
* coordinating the work of field engineers,
* acceptance, distribution and monitoring of service requests,
* remote technical support for customers,
* support and cooperation with other service desks,
* **Freelance Translator:** 03/02/2010 – currently working as part time
* **Intense and MO&YA Jeans:** 10/10/2010 – 30/04/2012 as Co-owner of clothing companies;
* **Kara Tekstil Sanayi Ticaret ve Limited Şirketi:** 07/08/2008 – 13/06/2009 as Manager (Client meetings; employees’ supervision; account management; coordination of work and making decisions related to the Director);
* **Sezmed Sağlık Hizmetleri İletişim Elektronik Sanayi Ticaret A.Ş:** 06 - 09/2004 as Intern (Hardware and Accounting Program Training).

**Education:**

* **Namık Kemal University**

Computer Technologies Programming: 2005 – 2009;

* **Borusan Asım Kocabıyık Anatolian High School**

Computer Technology: 2001 – 2005.

**Club & association memberships:**

* Namık Kemal Alumni Club, Borusan Alumni Club.

**Skills and abilities:**

**Computer maintenance:**

Hardware, Windows 98/2000/XP/Vista/7, Microsoft Office Applications, ETA – Accounting Program, CRM (Customer Relationship Management), BT, Photoshop, internet maintenance, driving licence.

**Languages:**

Turkish: Fluent (native language);

English: Very good;

Polish: Basic Standard

**Interests**:

Internet, Games, Swimming, Cars, Cinema;

## Personal attributes:

Leadership skills, successful in planning and organisation, team player, versatile, responsible,

flexible, fully committed, hardworking, analytical thinking, motivated, able to diffuse

problematic situations;

**References:**

Available upon request.

Wyrażam zgodę na przetwarzanie moich danych osobowych zawartych w mojej aplikacji dla potrzeb niezbędnych do realizacji procesów rekrutacji (zgodnie z Ustawą z dnia 29 sierpnia 1997 r. o ochronie danych osobowych tj. Dz. U. z 2002 r., Nr 101, poz. 926, ze zm.)

I hereby agree for processing my personal data, included in my application for a job, for the purposes of recruitment process, according to the Data Protection Act of 29 September 1997, unified text published in the Polish Journal of Laws (Dziennik Ustaw) of 2002, no. 101, item 926, later amended.