

YUNUS BURAK BOSTAN

London / UK

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Skills

- * Customer Service
- * Organization
- * IT
- * Communications
- * Team Management
- * Multitasking
- * Data Cleansing
- * Exploratory Data Analysis
- * Creating measures using DAX in Power BI

Certificate

- * Power BI Data Analyst Associate

Programs

- * Microsoft Office (word,excel)
- * Power Query
- * Adobe Photoshop
- * Adobe Illustrator
- * Corel Draw
- * InDesign
- * Ecoes/Exso Servers
- * Gentrack/Junifer
- * ATOM
- * Power BI

Languages

- * Turkish (Fluent)
- * English (Fluent)

Professional Summary

I am a highly motivated and innovative Senior Customer Service Assistant with extensive experience in various fields. Alongside my expertise in design, marketing, advertising, and photography, I have recently developed a strong interest and proficiency in data analysis. My passion lies in effective communication and collaborating with clients to find creative solutions. I thrive on tackling new challenges and utilize my exceptional time-management and organizational skills to ensure that all tasks, including data analysis, are completed promptly. With my diverse skill set and adaptability, I am eager to contribute my expertise in data analysis to drive valuable insights and support informed decision-making.

Work History

So Energy - Customer Care Advisor

London / UK - October 2022 - March 2023

- Handle customer enquiries, answering any questions and queries in person, over the social media,webchat, or phone.
- Understanding the services we provide and effectively transmitting that knowledge to the customer in a clear and friendly manner.
- Provide support and comprehensive product / service information to customers over the social media and webchat.
- Scheduling updates, sharing relevant content, engaging with fans and followers, answering to customer inquiries, and covering company events on social networks.

Rail Gourmet - Senior Customer Service Assistant

London / UK - December 2021 to June 2022

- Handling enquiries from customers in person, over the phone and online.
- Generating sales, processing returns and issuing receipts.
- Prepare customer orders from goods requisitions to the appropriate specifications ensuring the customer is made aware of any stock variations.

Zeytin Advertising - Graphic Designer

London / UK - March 2016 - February 2019

- Responsible for developing professional design work for both print and web.
- Developing unique customized design solutions.
- Prepare customer orders from goods requisitions to the appropriate specifications ensuring the customer is made aware of any stock variations.
- Advising clients on strategic content development.