**GÜLŞAH TERZİ**

**Term-time address**

Üniversite Mah. Hane Sok.

No: 8 D: 1 Kalkınma

Merkez/ Trabzon/Turkey

**Phone:** +9 0533 320 47 88

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| **PERSONAL INFORMATION** |
| **Marital Status**: Single |
| **Nationality:** Turkey |
| **Date of Birth:** 27.10.1988 |
| **Place of Birth:**  Turkey/ Trabzon |
| **Gender:** Female |

**CAREER GOAL**

I intend to be beneficial with a stable and disciplined teamwork on behalf of getting the success and permanence. I believe that is a fact the success and future by supervising not managing people, supporting with foreign language and running brain which has knowledge are obtained. I believe that i have this tenacity and awareness.

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| **EDUCATION INFORMATION** |
| **2012 -** Karadeniz Technical University; Trabzon, Turkey *(Ongoing)* |
| Faculty of Letters, English Language and Literature |
| **2009 - 2012** Istanbul University; Istanbul, Turkey *(Dropped out in 3rd year)* |
| Faculty of Letters, Latina Language and Literature |
| **2007 - 2009** Zonguldak Karaelmas University; Karabük, Turkey *(Graduated)* |
| Safranbolu Vocational School, Bachelor of Tourism Guidence |
| **2002 - 2006** Davutpaşa Foreign Language High School; Istanbul, Turkey *(Graduated)* |
| (1 year preparation + 3 year) |

**WORK EXPERIENCE**

**2012 – 2012** Speak Up English Language School

Education Consulting

**2010 – 2012** Finansbank , Istanbul

Customer Relationship Assistant

**2008 – 2010**  Ets Tour

Tourist Guide

**2007 – 2008** HSBC Bank *(The HongKong Shangai Banking Corporation), İstanbul*

**Internship at CSR *(Customer Service Representative)***

**COMPETENCIES**

**Computer Skills: Advanced level skills in Microsoft Office, Outlook, Logo, Lotus Notes, Smartel, Ccsoft, Banksoft, Switch Mng**

**Language: Fluency in both written and spoken Turkish, English, Latina**

**Traits: Excellent communication, negotiation, presentation skills**

**Seminars :** Customer Relationship Management in Call Center, Call Center Sales

Techniques, Money Laundering and Orientation Trainings, Call Center

Credit Card Modul Training, Right impressive and good conversation,

Professional Communication Skills on Phone.

**ACHIEVEMENTS & AWARDS**

**Award: 5th The Best Call Center Agent in 2011 among 740 stuff.**

**REFERENCES**

**Academic Asst. Prof. Dr. Elif Demirel**

**Karadeniz Technical University, Department of English Language and**

**Literature, Trabzon, Turkey**

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**Employer Mrs. Gülşen İskitoğlu**

**Finansbank, Customer Relationship Manager, İstanbul, Turkey**

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