

BARAN DEMIR

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Krakow

SUMMARY

Experienced bilingual Customer Service Representative with 3 years of experience in computer literacy, and motivated team player skills.

Achieved success in developing customer relationships and resolving customer issues. Up-to-date on the latest trends and technology.

EXPERIENCE

Credit Specialist

Interaktif Kredi - Izmir / Turkey

- Developed and implemented risk management strategies for the credit portfolio and examined credit risk, leading to improved portfolio performance by 8.5%.
- Evaluated a customer's credit risk through creditworthiness analysis and credit review to determine the optimal credit limits.
- Responded to customer inquiries promptly and efficiently, leading to a customer satisfaction rate of 95%.
- Resolved customer complaints as per company policies and procedures, decreasing customer complaint resolution time by 30%.

Customer Service Representative

Malt - (Remote)

- Handled an average of 150 customer inquiries daily, achieved a customer satisfaction rating of 90%, and resolved customer complaints with a success rate of 98%.
- Responded to customer inquiries in a timely and professional manner via telephone, and online chatting, while effectively managing workflow tasks and maintaining documentation accurately.
- Utilized problem-solving and troubleshooting skills to ensure customer satisfaction, and increase customer loyalty by addressing product-related issues.
- Task and project management within the team.
- Staying up to date with all innovative technologies and practices within the industry.

EDUCATION

Akademia WSB Wydział Zamiejscowy w Krakowie - Kraków (2025)

Bachelor of Science, Philosophy, Anadolu University - Eskişehir / Turkey (2020)

SKILLS

Customer Relations, Call Center Operations, Problem-Solving Skills, Critical Thinking, Motivated Team Player, Creative Solutions, Customer Experience, Active Listening, Active Participation, Good Computer Literacy, Being Up To Date

LANGUAGE SKILLS

English - Listening: C2, Reading: C2, Writing: C2, Speaking: C2

Turkish - Native or bilingual proficiency