



ERKİN MERCAN

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Location: Krakow/Poland

Summary

MIS graduate and International Business Master's student with a proven track record in technical troubleshooting, web technologies, and data interpretation. Currently working in corporate technical support, managing complex workflows and system optimization under strict KPIs. Passionate about efficiency and analytical problem-solving, I am looking to transition my skills into a dedicated QA Testing, IT Support, or Data Analysis role.

Work Experience

Customer Support Agent, TP (Teleperformance), Kraków, Poland 02/2026 - Current

- Delivered empathetic, high-quality customer support in Turkish to maximize satisfaction scores.
- Resolved complex technical and billing issues by leveraging structured analytical workflows.
- Prioritized critical tasks and customer requests based on urgency to optimize daily efficiency.

Webmaster, Safkan Cooling Systems, Istanbul, Türkiye 05/2023 - 01/2025

- Improved site speed by 30% using caching and image optimization in WordPress
- Increased traffic and CTR by 25% through SEO and Google Analytics
- Redesigned UI, boosting engagement by 40% and reducing bounce rate by 25%

Branch Head, Turkish Radio Amateurs Association, Denizli, Türkiye 12/2022 - 01/2023

- Acted as liaison between national headquarters and local members
- Organized regional events and workshops for amateur radio operators
- Participated in official disaster communication meetings with public institutions

Game Tester, Voyant Smart Software and Trading, Istanbul, Türkiye 06/2020 - 04/2021

- Conducted mobile game testing on iOS and Android; identified bugs and compatibility issues
- Reduced post-release bugs by 20% by reporting errors with clear documentation and data-driven insights
- Collaborated with developers to resolve key issues; decreased bug resolution time by 25%

Education

Master of Arts in International Business 02/2023- Current

WSB University, Kraków, Poland

- Coursework included international trade, global strategy, and cross-cultural management
- Thesis on "Analysis of Türkiye's Trade Relations with China".

Bachelor of Science in Management Information Systems 09/2017 - 08/2022

Bartın University Türkiye (GPA:3.28/4.00)

- Relevant experience in club leadership and MIS coursework in databases and systems analysis

Additional Information

- **Technical Skills:** HTML, CSS, SQL, Python, PHP, SEO, Google Analytics, Microsoft Office
- **Soft Skills:** Communication, Teamwork, Problem Solving, Critical Thinking, Adaptability, Time Management, Analytical Thinking
- **Languages:** Turkish (Native), English (C1 – Proficient)
- **Certifications:** Ethical Hacking (Udemy)
- **Activities:** Founded and led the Esports & Game Development Club at Bartın University, organizing events and promoting digital creativity.

GDPR: I agree to the processing of personal data provided in this document for realising the recruitment process pursuant to the Personal Data Protection Act of 10 May 2018 (Journal of Laws 2018, item 1000) and in agreement with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).