



# Berk Ketenci

I took some anthropology courses and in those, I conducted in-depth interviews. These interviews helped me gain interpersonal skills and I became aware of the fulfillment I get from meeting people, listening to their stories in order to comprehend -and if necessary help- them. Added, working as a customer service agent allowed me to gain analytical skills which I apply to the problems at work to solve them systematically. Birthdate: 4 May 1991 / Nationalities: Bulgaria (EU), Turkey

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## WORK EXPERIENCE

### Customer Service Representative for Google Play Conduent

10/2019 - 02/2020 *Poole, England, UK*  
Conduent

#### Achievements/Tasks

- Answering customer emails; doing chats and outbound calls about purchases made on and/or using Google Play Store.

### Customer Service Agent for Dyson CPM

04/2019 - 10/2019 *Barcelona, Spain*

#### Achievements/Tasks

- Troubleshooting vacuum cleaner problems on the phone.

### Customer Service Representative for Netflix Teleperformance

12/2018 - 03/2019 *Lisbon, Portugal*

### Sales Assistant & Translator Ketmak Machinery

10/2013 - 06/2014 *Istanbul, Turkey*

#### Achievements/Tasks

- Accompanying mostly foreign customers during meetings. Translating during meetings and translating a user's manual.

## EDUCATION

### Anthropology Yeditepe University, Istanbul

09/2022 - Present

### Bachelor of Arts in Cultural Studies Sabanci University

08/2017 *Istanbul, Turkey*

Graduated - (240 ECTS)

- Language of instruction was English in all of the courses.

### Erasmus Exchange Program University of Amsterdam

02/2017 - 07/2017 *Amsterdam, The Netherlands*

#### Courses

- Documentary film; gender & sexuality; housing problems

### Independent Student Concordia University

12/2012 - 06/2013 *Montreal, QC, Canada*

### High School Exchange, 1 year North Clackamas Christian School

08/2007 - 06/2008 *Portland, OR, United States*

## SKILLS

Microsoft Office

Translation (English-Turkish)

## VOLUNTEER & OTHER

### Internship - Truth Justice Memory Center (08/2016 - 09/2016)

- An NGO that documents human rights violations in Turkey.
- I was given access to the database of forced disappearance memorialisations around the world and I translated some examples from Latin America from English to Turkish.
- Contact: Kerem Ciftcioglu - kerem@hafiza-merkezi.org

### Kreuzburger, Berlin, Germany (02/2018 - 02/2018)

- Cooking, cleaning the kitchen and cutting vegetables.

### Librarian at The Human Library Project (04/2015)

- A project where people are books and visitors (readers) can go around asking them questions and listen to their stories. The books (people) can be from all walks of life. The aim of the project is to help people (readers) to get accustomed with people that they would not otherwise.
- Organizer, assistant, schedule maker and librarian.

### Sexual Responsibility Civic Involvement Project (09/2009 - 10/2010)

- Attended and organized events and weekly seminars in the topics that mainly consisted of sexual health, sexual orientation, social performance of gender, film screenings, discussions and giving out contraceptives to students and faculty members on the World HIV awareness day.

## LICENCES & OTHER

Class B

Driver's Licence

## LANGUAGES

English ● ● ● ● ●

Turkish ● ● ● ● ●

## INTERESTS

Museums

Cooking

Self-Reflexive Writing

Music & Sound

Philosophy

Listening to Podcasts

Making Podcasts

Painting with Acrylic