Furkan ÖZBEK

02.04.1996

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ABOUT ME

Customer Service and Translation Specialist with experience supporting global brands and international clients through clear communication and cross-cultural collaboration. Skilled in CRM platforms, client support, multilingual service, translation, and interpretation with a strong focus on quality and customer satisfaction. Known for problem-solving, adaptability, and teamwork, and for contributing to improved workflows and service outcomes in fast-paced, multicultural environments.

EXPERIENCE

Interpreter – Freelance | Jul 2024 – May 2025

- Delivered consecutive and simultaneous interpretation for 10+ high-profile visitors monthly, ensuring accurate, confidential, and culturally appropriate communication across business and diplomatic settings.
- Supported multilingual coordination and client relations, enabling seamless interaction between international teams.

Procat – Customer Care Specialist | Aug 2021 – Mar 2024

- Provided multilingual customer support and technical assistance via CRM platforms, live chat, and email systems, maintaining high customer satisfaction and retention rates.
- Collaborated with cross-functional and cross-regional teams to resolve escalated issues, optimize service workflows, and achieve key performance indicators (KPIs)

Freelance Translator – EL Turco / Smartcat / ES Localization Services | Jan 2018 – Current

- Performed translation, editing, and localization for international clients in technology, entertainment, and business sectors, ensuring linguistic accuracy, cultural adaptation, and brand consistency.
- Delivered high-quality content under tight deadlines using CAT tools (Memsource, Trados) and maintained long-term client partnerships through reliability and quality control.

EDUCATION

Yeditepe University, Istanbul — Bachelor's Degree

Translation Studies

KEY SKILLS

Customer Service & Support

Communication & Interpersonal Skills

Problem-Solving & Crisis Management

Team Collaboration

High Customer Satisfaction

LANGUAGES

Turkish- Native

İngilizce - C1 (8.0 IELTS)