

Murat TATAR

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I love learning above all else. This is my personal motto. I believe there are many great things to learn in small details of even easy repetitive tasks if you can present a methodical and focused approach to whatever you are doing. I have always been fascinated by seeing and understanding systems thoroughly: how small parts/codes/elements/musical notes create a beautifully working system.

Education

BA: Çanakkale Onsekiz Mart University, English Language Teaching
English, 2006 – 2007

BA: Çanakkale Onsekiz Mart University, English Language and Literature
English, French, 2003 – 2007

High School: Manisa Fatih Anadolu Lisesi, Foreign Languages
English, German, 1999 – 2003

Work Experience

2018 – Continues **Apple Inc.**

AppleCare At Home Advisor

Supporting many of Apple's popular products, from iPhones to iPads to MacBooks to desktop Macs. As customers' first point of contact, being the friendly voice of Apple, providing world class customer service, troubleshooting, and technical support.

2015 – 2018 **TURKCELL Global Bilgi (İzmir)**

Customer Representative

Answering calls to the Roaming (English) Department of Turkcell with the specified quality standards in English and Turkish. Assisting foreign Turkcell customers both abroad and in Turkey and also native customers while roaming. Processing written demands in English and translation jobs demanded from other departments of Turkcell. Turkcell Global Bilgi is the leading company in call center industry in Turkey and also one of the global players.

2012 – 2014 **YDS Academy of Language Studies (Çanakkale, İzmir)**

Coordinator, English Teacher

Teaching of English to all levels from A1 to C2 and also to students preparing for exams. In accordance with Oxford University Press, selecting of materials to be used for various courses in general English and exam preparation courses. Preparation of course syllabus and consultancy for newly employed teachers. Consultancy for students to determine their language learning & career goals and achievements. In coordination with the headquarters and other branches of the school, planning of the classrooms, teacher appointments and education in all aspects including materials, timetables and organization of the levels of the students. Assisting the management in advertisement of the company both locally and country-wide.

2008 – 2009 & 2011 – 2012 American Cultural Association Language Schools (Manisa, Çanakkale)

Coordinator, English Teacher

In coordination with the headquarters and other branches of the school, arrangement of the educational studies, planning of the classrooms, teacher appointments and education in all aspects including materials, timetables and organization of the levels of the students. Planning of the employment procedures. Regular reporting on the performance evaluation of the staff. Consultancy for newly employed teachers and career plans of all teachers. American Cultural Association Language Schools is the leading language school company in Turkey.

2010 (1 month) Australian Consulate in Çanakkale

Simultaneous Translator

During ANZAC Day commemoration in Çanakkale, I worked as the interpreter of the chiefs of the security teams working for the governments of New Zealand and Australia. I was present at the Anzac Cove site during the week, helping with the communication between the chiefs and Turkish security forces.

2007 – 2010 Dardanel Shipping Agency

International Sales Responsible

Providing services for the shipping industry based on the Vessel Traffic Services through the Dardanelles (Çanakkale Strait). Organization of the website which provides spontaneous information of the traffic flow through the strait. Advertisement, planning and organization of the sales of membership to the website and organization of the staff responsible for the data input to the website. Keeping the data up-to-date with regular synchronization with Lloyd's and IMO servers.

Certificate/Exam Information

- Apple Service Fundamentals – Apple Inc. – 02.2019 (Exam Score: 95.71)
- Foreign Trade Expertise Certificate
İzmir Chamber of Commerce & İzmir University of Economics – 03.2014
- Logistics Management Expertise Certificate
İzmir Chamber of Commerce & İzmir University of Economics - 01.2014
- Error Correction (Teacher Training)
Oxford University Press - 05.2013
- International Tests of English: From preparation to application (Teacher Training)
Oxford University Press - 04.2013
- Common European Framework of Reference for Languages, European Language Portfolio and Europass. (Teacher Training)
Oxford University Press - 10.2012
- Motivating young learners and adults (Teacher Training)
American Cultural Association Language Schools - 10.2011

Hobbies

I love to discover ethnic music from all around the world. I play Anatolian ethnic music with my *bağlama*. I am a Windows Insider subscriber, but I test software in Ubuntu, MacOs and Windows environment and OSs themselves with built-in apps just to learn.

I play strategy games a lot (4X, TBS, RTS, MOBA, TD) and I beta-test new games.

I am a bookworm, I read all genres, but I am a fan of science-fiction and I write short stories in science-fiction.