

Murat Kural

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EXPERIENCE

Freelance translator and interpreter Nov 2022 - present

Translations Turkish to English, English to Turkish. Focus on documentation and prose fiction.

Worked with unaccompanied minors in the Office of Refugee Relocation system

Worker, owner at The Propaganda Site Jan 2020 - present

The Propaganda Site is a knowledge base open to public where users can share their musical discoveries as well as their local music venues and record stores: thepropagandasite.com.

Functional architecture, user experience, Drupal configuration, css, and content creation.

Enterprise Search Senior Product Manager at ServiceNow Sep 2019 - Apr 2020

La Jolla, CA

Organizing and maintaining epics and stories. Worked with the Attivio team in their effort to integrate their search technology into the ServiceNow platform.

Knowledge Management Practice Manager at SoftClouds LLC Oct 2014 - Aug 2019

San Diego, CA

Leading the Knowledge Management practice, managing a team of up to 12 professional services consultants.

Continued focus on customer support organizations and web self service.

Served as a functional architect for knowledge management and enterprise search, as well as configuration and tuning, project management, pre-sales support, demos and POCs.

Selected projects: Mazda Global Support and Service, Spirent CSC, Canon Support Center.

Principal Consultant at Oracle Nov 2011 - Oct 2014

El Segundo, CA

Design and implementation of Oracle Knowledge Management, including enterprise search as a professional services consultant, with minimum 85% search accuracy on every project.

PS projects with primary focus on customer support organizations and web self service.

Business intelligence reporting through OBIEE.

Selected projects: Avaya support center, Rogers Telecommunications, Highmark, USAA.

Professional Services Engineer at InQuira

Aug 2005 - Nov 2011

Gardena, CA

Search design and implementation, dictionary construction, tuning. Pre-sales support, demos, POCs. Customer and new employee training, curriculum development.

Business intelligence reporting through Microstrategy.

New employee and customer training. Mentoring.

Account manager for InQuira's Managed Services offering, handling 3M, Mastercard, Mazda, Manitoba Telecom, Choice Hotels, among others.

Selected projects: Apple (support, sales, HR), Cybersource, Spirent, Yahoo (CEM), 3M, Honda, Mazda (MS3), Kaiser Permanente IT, Manitoba Telecom, Bank of America/Merryl Lynch.

Lecturer, Linguistics Department at UC Irvine

Sep 2001 - Aug 2005

Irvine, CA

Teaching linguistics courses across a wide range, from introductory courses to graduate seminars, focused on general linguistics, syntax, semantics, and natural language processing.

Co-authoring an introductory textbook to syntax with Theresa Griffith (UC Irvine).

Designing and maintaining the department's web site during this period.

Knowledge Engineer at InQuizit Technologies

Mar 1999 - Mar 2000

Santa Monica, CA

Constructing n-gram seed list of lexical entries, identifying phrases and their synonyms.

Lecturer at UC Irvine

Jun 1997 - Mar 1999

Irvine, CA

Teaching linguistics introductory courses in general linguistics and syntax.

EDUCATION

2005	67 units towards MS in Computer Science, California State University, Long Beach
1996	PhD in Linguistics, University of California, Los Angeles
1990	MA in Linguistics, California State University, Long Beach
1987	MD, Istanbul University, School of Medicine