

Atakan Aluç

Operations & Coordination

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PROFILE

I work in customer operations, with experience in dispatch and logistics. Alongside my work, I am studying Management Information Systems and Economics. I am interested in improving processes and building toward broader responsibility for teams and business decisions.

PROFESSIONAL EXPERIENCE

Operations Customer Expert

TP (Teleperformance) | August 2026 - Present

- Handle customer cases in English using CRM systems and standard operating procedures (SOPs).
- Resolve day-to-day operational issues within established procedures.
- Meet assigned performance expectations in daily customer operations.
- Provide feedback on SOP content to help make instructions clearer and support improvements to operational guidance.

Shipping and Logistics Operations Associate

Plus Kitchen | February 2026 - July 2026

- Prepared palletized shipments in line with dispatch plans.
- Carried out pre-loading checks to confirm shipments were ready for dispatch.
- Supported operational communication between production, warehouse, quality, and dispatch teams.

EDUCATION

Management Information Systems

Anadolu University | Bachelor's degree in progress | 2026 - Present

Economics

Istanbul University | Bachelor's degree in progress | 2026 - Present

PRACTICAL SKILLS

Tools: CRM systems; Microsoft Excel.

Operations: Day-to-day problem-solving; working with SOPs; feedback on operational guidance; communication between operational teams.

LANGUAGES

English: Fluent | **Turkish:** Native