



# Berk Ketenci

*Istanbul, Turkey · b. 4 May 1991*

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*Turkish & Bulgarian citizen · UK pre-settled status*



*Multilingual customer service specialist and MA student in Sociocultural Anthropology. Experienced in navigating diverse, high-volume customer service environments for global brands such as Google, Netflix, and Dyson. Passionate about human-centered research, cross-cultural communication, and storytelling through qualitative methods.*

*Now looking to break into creative industries — art, cinema, media, social media, writing, journalism, and content making.*



## *i.* Experience

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| <i>Feb 2020 — Present</i><br><i>Istanbul, Turkey</i>  | <b>Career Break</b><br>Personal and academic development. Pursuing MA in Anthropology while engaging in independent research.  |
| <i>Oct 2019 — Feb 2020</i><br><i>United Kingdom</i>   | <b>Customer Service Representative — Google Play Store</b><br><i>Conduent</i><br>Handled customer inquiries via email, chat, and outbound calls. Resolved issues related to digital transactions and Play Store functionality. |
| <i>Apr 2019 — Oct 2019</i><br><i>Barcelona, Spain</i> | <b>Customer Service Agent — Dyson</b><br><i>CPM International Contact Centre</i><br>Troubleshoot technical problems with vacuum cleaners over the phone.   |
| <i>Feb 2019 — Apr 2019</i><br><i>Lisbon, Portugal</i> | <b>Content Reviewer — YouTube</b><br><i>Cognizant</i><br>Reviewed content flagged for violating platform policies.   |
| <i>Dec 2018 — Mar 2019</i><br><i>Lisbon, Portugal</i> | <b>Customer Service Agent — Netflix</b><br><i>Teleperformance</i><br>Supported users with account issues, cancellations, and service-related concerns.   |
| <i>Feb 2018</i><br><i>Berlin, Germany</i>             | <b>Kitchen Assistant</b><br><i>Kreuzburger</i><br>Assisted with food prep, cooking, serving, and cleaning during short-term visit.   |

- Sep 2016* **Intern**  
*Istanbul, Turkey* *Hakikat Adalet Hafıza Merkezi*  
Translated documentation on human rights violations and disappearances. Contributed to global memorialization archives.
- Nov 2013 — Jun 2014* **Sales & Customer Relations**  
*Istanbul, Turkey* *Ketmak Makina ve Tesis İmalat San. Tic. A.Ş.*  
Acted as cultural liaison between the company and its international clients. Led client visits, translated during meetings, and facilitated smooth cross-cultural communication. Represented the company at the IFAT exhibition in Munich.



## ii. Education

- Sep 2022 — Present* **Master of Arts, Sociocultural Anthropology**  
*Istanbul, Turkey* *Yeditepe University*
- 2009 — 2017* **Bachelor of Arts, Cultural Studies**  
*Istanbul, Turkey* *Sabancı University*  
Conducted in-depth interviews for anthropology courses. Coursework in gender, media, literature, sociology, and philosophy. Language of instruction: English.
- Feb 2017 — Jun 2017* **Erasmus Exchange Program**  
*Amsterdam, Netherlands* *University of Amsterdam*  
Focus: Gender and Sexuality; Housing; Documentary Film.
- 2016* **Summer School — Visiting Student**  
*Istanbul, Turkey* *Boğaziçi University*  
Courses: Qualitative Research Methods; Philosophy.
- 2012 — 2013* **Visiting Student**  
*Montreal, Canada* *Concordia University*  
Courses: Censorship in US Culture; Popular Music History; Contemporary Dance.
- 2005 — 2009* **High School Diploma**  
*Istanbul, Turkey* *Eyüboğlu Eğitim Kurumları*  
All classes in English, except Turkish Literature and World History.
- 2007 — 2008* **High School Exchange**  
*Portland, Oregon* *North Clackamas Christian School*  
Activities: choir (bass), orchestra (percussion), football and basketball teams.



## iii. Skills & Languages

Microsoft Office · Translation (English ↔ Turkish) · Interviewing & Ethnographic Research · Cross-cultural Communication · Prompting · Video making · Photography · Music editing · Playing bass

*Turkish (native) · English (near-native)*