

ZELIHA PALA

EDUCATION

Ankara University -Turkey

Communication Faculty - Bachelor's Degree in Journalism-

EXPERIENCE

Customer Service Manager

EKSEN METAL Oct 2018 - Dec 2020

- Managed client relations, ensuring satisfaction and retention.
- Improved support, reducing response time.
- Collaborated for customer feedback, driving product innovation.
- Implemented solutions, reducing complaints.

Schools Teacher

PRIVATE & STATE SCHOOLS, Sep 2008 - Jun 2012

- Taught Communication and Computer Technology, emphasizing inclusivity.
- Used innovative methods to enhance critical thinking.
- Improved curriculum, enhancing program quality.
- Supported diverse students, boosting academic performance.

PROJECTS

- Technology for Inclusive Education Implementation.
- Digital Communication Strategy Development.
- Enhanced Media CMS Collaboration.

SKILLS

- Collaboration and problem-solving
- Emotional intelligence and relationship building
- Innovation and team inspiration
- Effective change management
- Proactive task management and prioritisation

Technical Proficient

- Microsoft Office

LANGUAGES

- Fluent in Turkish and English, with a basic understanding of Russian.