

Can Turker

Business Specialist

CanTurker.com

(+44) 7427 611693

canturker@windowlive.com



Education

BA(hons) Business
Administrative Sciences and
Economics

Pamukkale University | 2002 -
2006

Associate's degree, Foreign
Trade

Anadolu University | 2004- 2008

Design Portfolio

[Loopl](#)

[Zip Dapp](#)

[Owon](#)

Business Management

[Pickled Fred](#)

Skill Set

Figma

Adobe XD

Adobe Photoshop

Sketch

MS Office

Certificates

**Foundations of User Experience
(UX) Design**

Coursera,

**Conduct UX Research and Test
Early Concepts**

Coursera,

**Create High-Fidelity Designs
and Prototypes in Figma**

Coursera

**Responsive Web Design in
Adobe XD**

Coursera

Experience

● **Business Credit Specialist| American Express | June 2020 - Present**

While at Amex I set myself the goal to use my visual design skills to improve both the work environment and key metrics of those in and beyond my team.

Understanding user needs and their finances have been the core to provide the highest standard of customer service. I designed and implemented web experiences and small games for the internal social platform "Credit Hive". Alongside driving engagement and encouraging a wider use of the platform I was credited with having Direct Debit enrolments increase by 50% as a direct result of my work designing gamified training. I used existing systems (Cisco Webex and Slack) in innovative ways, hosting creative activities within systems familiar to employees.

● **Event Manager | City Pub Group | July 2019 - June 2020**

As a visual designer and event manager I designed new content for events, monitored reviews and surveys to improve design solutions, drove online traffic to websites and other media channels. I was also responsible for maintaining the appearance of websites by enforcing content standards while ensuring the design of the visual imagery for websites are in line with the company brand. Communicated design ideas with other managers, colleagues, and stakeholders to improve user flows, process flows, site maps as well as incorporating functionalities and features.

● **Business Owner | Pickled Fred | July 2017 - July 2019**

I opened my own business in 2017 in London, Shoreditch. All visual elements were my own design, from high level concepting through to each detail in the customer journey. I designed the brand and digital presence from the ground up, conducting research, managing marketing channels and websites. As a business owner, this is where I developed my passion for customer facing design. Our most famous products reached hundreds of thousands of people through the social marketing presentation of our Jackfruit Scotch Egg in Business Insider videos and other content sharing platforms. Alongside this creative work I also managed all financial, and logistic responsibilities for the business.

● **Venue Manager | 100 Restaurants | 2010 - 2016**

- Delivering full training for staff to provide great customer service from start to end. Using initiative to solve any situation within the guidelines and bring alternative solutions
- Achieving complete healthy transparency and communication between managers, floor, kitchen and bar.
- Undertaking formal staff training sessions
- Managing other branches in Islington and Kensington
- Full responsibility of cash handling, stock handling, staff management and reservations

● **Investment & Insurance Specialist | Aviva | 2008 - 2010**

- Assisting new direct channel clients with their general insurance needs.
- Make spend decisions based on risk assessment.
- Conducting interviews and surveys to understand customers spending behaviour.
- Daily insurance enrolments and upgrades with new and existing clients

● **Area Research Manager | AGB Anadolu | 2003 - 2005**

- Leading the research project in the area .
- Recruiting research team.
- Conducting quantitative and qualitative research by using Microsoft Excel to identify trends
- Analyse and share the data with stakeholders and project managers