Furkan Bekdemir

IT Support

Target role / career direction

Portfolio

Rhine-Main (DE) · currently Aschaffenburg +49 175 8646800 furkan@bekdemir.de furkan-bekdemir.pages.dev

Technically minded career changer with experience in customer and seller support at Amazon and in running my own online retail business. Practical Windows and PC skills, structured case handling and clear customer communication. Seeking an entry-level role in professional IT support with opportunities to develop my skills.

KEY FACTS

Availability: immediately; shift work and on-call duty possible
Working hours: full-time or part-time
Location: Rhine-Main area, Frankfurt am Main preferred (relocation planned); happy to work at client sites
Driving licence: class B in progress, expected early 2027

PROFESSIONAL EXPERIENCE

Self-employed in online retail 01/2022 – present

Fuchsware

- Purchasing, sales and order processing, including shipping, returns and complaints.
- Ongoing bookkeeping and advance VAT returns for my own business using sevDesk and ELSTER.

Customer Service / Seller Support (CSBA) 05/2023 – 01/2024

Amazon CS Germany SE & Co. KG · fixed-term contract

- Supported sellers (Seller Support) as well as private and business customers by email, chat and telephone.
- Handled product, order and shipping enquiries in the internal CRM; researched information and documented cases.

Production Employee 01/2018 – 12/2019

Smart Battery Solutions GmbH

- Operated and monitored equipment, checked quality and resolved minor issues in the production process.

SKILLS

Windows 10/11: Setup, reinstallation and troubleshooting
Workstations: PC setups, hardware/software troubleshooting; basic LAN/Wi-Fi knowledge
Digital tools: Microsoft 365 at user level; CRM case handling and documentation
Own project: Ticket principle with AI in my own daily life: cases with status, priority, next step

PROFESSIONAL DEVELOPMENT

Since 10/2026: Microsoft SC-900 and SC-300 – self-study exam preparation
No exam taken yet. Learning objective: security, identities and access with Microsoft Entra ID.

EDUCATION

2020 – 2024: SGD, distance-learning course in Digital Music Production (completed)
2014 – 2017: FOSBOS Aschaffenburg (technical track) and Spessart-Gymnasium Alzenau, worked towards the university entrance qualification; not obtained
2014: Intermediate secondary school qualification (Mittlerer Bildungsabschluss), Brentano-Mittelschule Aschaffenburg

LANGUAGES

German: native | English: C1 | Turkish: C1