Furkan Bekdemir

Operations – workflows and processes

Target role / career direction

Portfolio

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

Operational experience in customer and seller support at Amazon and in running my own online retail business. Familiar with orders, returns, complaints and the business administration of my own retail operations. Goal: to work through processes cleanly and improve them – in customer service, in commercial tasks or internally.

KEY FACTS

Availability: immediately
Working hours: full-time or part-time
Location: Rhine-Main area, Frankfurt am Main preferred (relocation planned)
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

Retail operations: Purchasing, order processing, shipping, returns and complaints
Administration: sevDesk and ELSTER in my own online business; structured CRM case handling
Office: Microsoft 365 at user level; basic Excel skills, sorting and filtering
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