

## ENES SERKAN AKINCI

[enes.s.akinci@gmail.com](mailto:enes.s.akinci@gmail.com) | +387644438588 - +905453263830 | <https://www.linkedin.com/in/enes-serkan-akinci-245626228/>

### PROFESSIONAL SUMMARY

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I graduated in International Business and Finance, pursuing a master's in business administration from The International University of Sarajevo, where all my studies were in English. Achieved academic distinction with a GPA of 3.36/4.00 and Dean's Honor List recognition. Excelled in customer support and sales, notably as a Customer Support Officer at Social Explorer. Selected for a junior researcher program on Green Innovation and Sustainability. Skilled in market research, customer relationship management, and sales. Fluent in English and Turkish (native) and proficient in Bosnian. Strong leadership, communication, and analytical abilities drive my commitment to excellence and success.

### EDUCATION

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#### **The International University of Sarajevo**

Master of Business and Administration (MBA). - Sarajevo/Bosnia and Herzegovina

#### **The International University of Sarajevo**

Cumulative GPA is 3.36/4.00

Bachelor's degree from the Faculty of Business and Administration, Department of Economics and Management, International Business and Finance Program. - Sarajevo/Bosnia and Herzegovina

#### **ELS (English Language School) – International University of Sarajevo**

Gaining proficiency in English speaking, writing, reading, and listening.

### EXPERIENCES

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#### **Customer Support Officer – Social Explorer**

**Jul 2023 – Present**

- Managed and responded promptly to customer inquiries via email, ensuring clear, concise, and professional communication.
- Resolved specific client issues, enhancing user experience and customer satisfaction.
- Set up and configured accounts for new and existing users, streamlining their onboarding process.
- Collaborated with the tech team to address and resolve platform-specific problems.
- Maintained a comprehensive knowledge of platform features to provide accurate and relevant solutions.
- Monitored customer feedback to identify potential areas of improvement and relayed insights to product development teams.
- Conducted follow-ups to ensure complete issue resolution and fostered lasting customer relationships.
- Adopted working remotely in the US time zone.

#### Recruiter and Supervisor:

Šejla Lačević

[sejla.lacevic@socialexplorer.com](mailto:sejla.lacevic@socialexplorer.com)

#### **Scholarship Assistant – International University of Sarajevo**

**March 2024 – Present**

- Assisting professors in administrative work
- Invigilating exams
- Assisting academic and non-academic staff in working with students

#### Recruiter

Emil Knezovic – Dean of Faculty and Business Administration, International University of Sarajevo

[eknezovic@ius.edu.ba](mailto:eknezovic@ius.edu.ba)

## **Junior Researcher – Deepgreeninno and Greenmsp, Sarajevo**

**Nov 2023 – Present**

- Passionate engagement in a DeepGreenInno and GreenMSP research project dedicated to Green Innovation and Sustainability within businesses.
- Commitment to advancing environmental and social responsibility.
- Responsible for collecting comprehensive data to gain insights into sustainable practices and green innovation.
- Actively involved in organizing workshops to disseminate knowledge and promote sustainable practices.
- Assisting professors in their research endeavors, contributing to the academic growth of the department.
- Collaborating seamlessly with other junior researchers to foster a synergistic research environment.

### **Recruiter**

Emil Knezovic – Dean of Faculty and Business Administration, International University of Sarajevo  
[eknezovic@ius.edu.ba](mailto:eknezovic@ius.edu.ba)

## **Sales Intern – Social Explorer**

**Aug 2022- Jul 2023**

- Conducted market research to identify potential customers among US universities.
- Analyzed academic programs to determine the target market.
- Successfully completed the purchase process
- Improved customer acquisition skills through targeted search strategies.
- Successfully improved customer acquisition skills through targeted search strategies.
- Proven ability to excel both as a team player and an independent worker, seamlessly collaborating with cross-functional teams to achieve shared objectives.

### **Recruiter and Supervisor:**

Šejla Lačević  
[sejla.lacevic@socialexplorer.com](mailto:sejla.lacevic@socialexplorer.com)

## **Volunteer Internship – Sarajevo Business Forum (Sarajevo Halal Fair)**

**19 May 2023**

- Managed stand, showcasing and explaining Saudi Arabia Halal Expo&Summit 2023, utilizing effective communication to persuade attendees.
- Proactively engaged with individuals and groups, building rapport, and utilizing persuasive techniques.
- Provided detailed information, addressed inquiries, and ensured customer satisfaction.
- Adapted to a fast-paced environment, remaining flexible and proactive.
- Collaborated with interns and staff, ensuring smooth operation.

### **Program Organizer and recruiter**

BBI-Bosnia Bank International  
[info@sarajevobusinessforum.com](mailto:info@sarajevobusinessforum.com)

## **International Sales Representative and Regional Sales Manager in Bosnia And Herzegovina - Onix Bath (Onix İşletme Yönetimi Dış Ticaret Limited Şirketi)**

**Sep 2021- Jun 2022**

- Spearheaded international sales efforts, expanding Onix Bath's reach into new regions from Turkey to International markets (Bosnia and Herzegovina, France, Netherland, UAE, Cameroon, Macedonia).
- B2B Communications and negotiations.
- Managed sales operations as a regional manager in Bosnia and Herzegovina, ensuring high levels of customer satisfaction.
- Developed my research and communication skills with businesses.

### **Recruiter and Manager:**

Ferit Baylan  
+905535655668  
[ferit@onixbath.com](mailto:ferit@onixbath.com)

- Led goalkeeper training with strong leadership and communication skills.
- Analyzed player performance with strong analytical and adaptive skills.
- Collaborated effectively with coaches, managers, and players with strong teamwork and communication skills.
- Demonstrated passion for excellence with a strong work ethic and dedication to success.

## **ACADEMIC ACHIEVEMENTS**

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- Dean's Honor List for Spring 2022
- Awarded a 100% Scholarship for academic excellence upon enrollment for a bachelor's degree.
- Completing internship successfully as a Sales intern at Social Explorer.
- The coordinator of the external affairs department of the most active student club in the university called IPSA (International Psychology Students Association). In IPSA, we organized educational seminars, psychology talks, women's day, happiness day, karaoke night, and IPSA fest.
- Successfully selected for junior researcher program for DeepGreenInno project and worked with professors for Green Innovation and Sustainability within businesses.
- Awarded a 50% Scholarship for academic excellence upon enrollment for a master's degree.

## **SKILLS**

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### **Soft Skills**

- Leadership and management skills.
- Communication and interpersonal skills.
- Adaptability and problem-solving skills.
- Passion for excellence and dedication to success.
- Teamwork and collaboration skills.

### **Hard Skills**

- Sales and marketing skills.
- Customer relationship management.
- Customer Support Management
- Market research and analysis.
- Strategic planning and execution.
- Data Collection
- Analytical skills.
- Attention to detail and organizational skills.
- Experienced in Excel and other Office programs.
- Project Management

### **Language Skills**

- Turkish – Native Language
- English – Proficient, with verbal and written communication skills.
- Bosnian – B1 level with verbal communication skills.