

## Contact

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ugur-gurbuz.com (Personal)

## Top Skills

Customer Relationship Management  
(CRM)

Microsoft Office

Communication

## Certifications

HTML5 ile Web Geliştirme

Web Sitesi Kullanılabilirliği

Figma UI UX Design Essentials

# Uğur Gürbüz

Support Agent  
Bursa, Türkiye

## Summary

I currently work as a Gaming Support Agent and as an intern in Cloud Support, aiming to build my career in cloud technologies. Previously, I worked as a freelance Front-End developer. I have a personal hobby interest in Unreal Engine and iOS development.

## Experience

### 5CA

4 years 4 months

#### Gaming Support Agent

December 2021 - Present (4 years 4 months)

As a result-oriented Gaming Support Agent, I deliver player-focused assistance across chat and email channels, resolving issues such as compromised accounts, in-game bugs, and technical errors to ensure a seamless gaming experience. I've worked with both Zendesk and Salesforce as CRM tools to manage player interactions and maintain efficient case tracking. This role has strengthened my problem-solving, communication, and multitasking skills, while deepening my understanding of player needs and the gaming community.

#### Cloud Support Intern

August 2025 - November 2025 (4 months)

Cloud Support intern focused on Microsoft 365 and Azure. I manage and monitor internal virtual machines, troubleshoot user and service issues, and document fixes, building foundational knowledge aligned to MS-900 & AZ-900.

#### Serbest çalışan

#### Freelance Web Developer

December 2019 - December 2021 (2 years 1 month)

Designed and developed custom websites based on client requirements. Created UI designs in Figma and built the projects with HTML, CSS, and JavaScript, choosing to work without frameworks when it best suited the project.

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## Education

Dokuz Eylül Üniversitesi

Lisans Derecesi, Almanca Öğretmenliği · (2016 - 2020)