

# Kevin Smith

+90 (531) 735 12 44 / kevin-smith-tips@gmail.com / www.linkedin.com/in/kevin-smiths

## Summary

---

I am a Recruiter, focusing on full-cycle recruitment which includes (searching candidates, CV screening, interviewing, and onboarding assistance) i'm responsible for finding and assisting in the hiring of qualified candidates for various positions in the Tech / Engineering / Marketing to meet the corporation's needs, making sure a smooth and qualified organization hiring process.

Proficient in using software such as CRM (Salesforce, Zoho Recruit), Workday, Checkr, Hiretual, Data analysis software and MS Office (Word, Excel, PowerPoint),

## work experience

---

### MCC ENDÜSTRİ, TURKEY / Junior Recruiter

July 2023 – present

- Full cycle of recruiting process (searching, screening, interviewing, and onboarding assistance) for MCC ENDÜSTRİ, all six divisions.
  - Screening and conducting the examinations of the applicants and forwarding them to the senior recruiters.
  - Initiate different sourcing strategies in order to find qualified candidates for various roles, all six divisions (boolean search / passive sourcing, LinkedIn search, Hiretual).
  - Monitoring and updating the pool of applicants.
  - HR software implementation, to drive Project Success.
  - Communication with senior Recruiter and HR manager to better assess candidate's qualifications.
  - Conduct initial Online and in-office interviews to objectively assess candidates.
  - Labor market analysis and Global recruiting.
  - Assist in providing Government forms for the employees.
  - Assist in the maintenance of 201 files.
  - Endorse for next level interviews.
  - Supporting senior Recruiter in job offer negotiations.
  - Participate in employee onboarding and offboarding.
  - Answering all the employees' inquiries regarding payroll concerns and related issues.
  - Make and print the ID for the employees.
- 

### Wix.com Ltd / Customer Service Representative

April 2021- May 2023

- Responding and managing a high volume of Customer complaints via calls, email/Chat.
- Addressing customer inquiries and resolving complaints with a focus on customer satisfaction at any time.
- Ability to prioritize workflow and handle multiple claims simultaneously.
- Assist customers with service information, order processing, ensuring timely and accurate responses.

- Work with software such as CRM and MS Office Word, Excel, PowerPoint, Salesforce.
- Being aware of the latest communication skills to solve customer problems and control their anger.
- With the team we were able to increase efficiency by 17% and decrease customer complaints, which affected the revenue growth by 4%. (All documents are available in Wix financial report Q3 2023)
- Ability to adapt to changing workload and control stressful situations and under busy time.

## Skills

---

- Full-life Cycle Recruiting skills.
- Sourcing Skills to find candidates through all channels, across all six divisions.
- Interview skills.
- Judgement skills
- Positive relationships building to find best candidates for the corporation.
- Negotiation skills.
- Communication Skills.
- Onboarding and offboarding skills.
- Data Analysis.
- IT Recruitment.
- Strong organizational and time management skills.
- Salary ensures structure skills.
- Schedule meetings and documents.
- Customer support skills.
- Time and budget management skills.
- Having strong problem-solving abilities.
- Ability to multitask and work in a fast-paced, dynamic environment.
- Ability to listen and understand customer concerns and provide appropriate solutions.

## Software Skills

---

- Salesforce / Zoho Recruit
- Workday
- LinkedIn Talent Solutions / social media / Hiretual
- Checkr
- Google Analytics / Tableau
- HackerRank
- Calendly / Zoom
- MS Office (Word / Excel / PowerPoint)

## Education

---

Bachelor's degree in psychology

2020-2024

in Ege University Izmir

