**2018-2019 SPRING SEMESTER / BUSINESS ENGLISH IN-CLASS PRESENTATION REPORT**

**INTRODUCTION**

**Interviewer:** Dilara SELÇUK

**Interviewee:** Salman Bin Salim

**Date:** 21.04.2019

**Venue:** Nap CLUB homeoffice / Beşiktaş / Istanbul

This report is about Salman Bin Salim who works as a customer success manager of a fintech company. In the first part, a brief information about Salman Bin Salim and the company he works in are provided. In the second part, the topics discussed during the interview are presented. Finally, personal comments of the interviewer related to Salman Bin Slim and the firm are given as a closure.

**About Salman Bin Salim:**

The interviewee’s name is Salman Bin Salim aged 23, born in Pakistan. Salman is studying Economics and Finance in Bilgi University whilest employed as a Customer Success Manager at a Fintech company called Prisync which is based in İstanbul.

**About Prisync:**

Prisync is a competitor price tracking & dynamic pricing software for any size of business from around the world. It automates the collection of price and stock availability data to assist companies in e-commerce, retail, and marketing decisions with comprehensive data.

Long story short, Prisync is a price-tracking software which helps its clients formulate better pricing strategies and implement them accordingly for an efficient pricing model.

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***The reason why I picked Salman is because he is currently studying and working at the same time, which seems hard to manage. Furthermore, I’d like to know the benefits and disadvantages of working as a foreighner and maybe even get tips from him.***

**INTERVIEW Q & A**

1. **First off, how did you find and apply for the job as a foreigner and a student? Did you have any troubles conserning any of these specialties?**

*Currently, where I’m employed, it is not my first job it’s the third one. This was a bit easier because I had experience so it was like a headhunting thing, they found me and they offered me a job interview. But the first one was a bit hard, it was mostly because of connections, I knew someone and the firm was British based company so they needed someone with good English. That’s how I got the job, but if you are as a foreigner living here you need to know Turkish, so it’s a bit hard to find normal jobs, even working in a small companies, maybe even some stores or bars, it’s really hard because you don’t know the language but I would say there ARE problems but you can find jobs, you can be employed; but maybe either if it’s in English, that’s the only thing.*

1. **Did you have any specific criteria or personal preferances for the job while in search?**

*No, because as a student for me I needed experience. I’m doing Economics and Finance so I need something according to that, I wanted to build up something for later years. So I found it in a banking firm, which was as close to Economics and Finance as it could be. But for my preferance of course, I didn’t want to work in a restaurant or something like this, I wanted to gain experience according to my field. So you can say that I would prefer to get experience in my own field but as a student if I get employed anywhere it is good.*

1. **Could you describe the department you are currently working in? What is it responsible for?**

*So I’m working in Prisync it’s a price tracking software. Basically the company offers price tracking and I’m working as a Customer Succes Manager. So I have to deal with all the clients we have, if they have any problems, if the have ocurring payments, anything related to clientel. I can be the middleman, like if they have any problems they report it to me I report it to the IT department, they get it fixed, than I can report it back. You can say, the connection between clients and the company. That’s me. That’s sort of the whole thing.*

1. **When you got the job, did you go through a trainee program?**

*This current one was a bit related to my old one so my training period was more or less than one month but I picked up in like two weeks. It was good because they were using some tools we were using in the previous job like softwares, CRM and stuff like this, so it wasn’t that much but in every job you start they always have a training time period which is usually like one month to three months, It’s called probation. For me, it was 2 weeks and than I got into live chats and live calls and everything, I started handling all the clients. But there’s always a training period, always.*

1. **Is it related to your studies? Or is it any beneficial for your actual branch?**

*Not as related as I would say. I mean, I’m doing Economics and Finance and this is more or less like customer support so It’s more like building up people skills, public speaking and stuff like this. You have to be comfortable in that area ut it’s not related to any economics stuff or finance of anything. So I wouldn’t say it’s close to that but if you might know, doing economics or something you have a broader work set, you can work in different industries so it’s somewhat good. I have experience in a different area which will be good but not as close to Economics but it’s beneficial. I mean, any experience you get is beneficial.*

1. **How did you plan your work and education schedule? Did you agree on your working hours with your employer beforehand?**

*Yes, when they called me for the interview they had two available slots, one was in the morning 9 AM to 6 PM and the other one was like you have to work 4 PM till kind of 12 AM at night. Because I had classes in the morning, 9AM till 2PM, they were a bit flexible in that, they said “OK, you can take the evening shift” but it’s a bit hard to manage because you don’t have any free time and the only thing you get is Saturdays and Sundays. So it’s a bit hard but than again, you have to manage everything.*

1. **Do you feel satisfied with your current position? Would you carry on working in this company after you graduate?**

*I’m not sure because at this age I still didn’t graduate, I have one more semester left. As you and I discussed, it’s not as related to my field, I would like to work more in a finantial based firm or something like this which I have studied for and it’s not my passion to be in customer support so this is just like a stepping stone: get experience here – try somewhere else. So if there’s a better opportunity I’ll switch to it, I wouldn’t stay there.*

1. **So where do you see yourself in the future? Honestly, what do you really want to do in life?**

*Since I was a kid, I wanted to be an entrepeneur, start my own business and stuff like this. I’m really into all these extreme sports and stuff like that so I’m not sure if I would go back to Pakistan where I’m from but I want to start my own business related to that; maybe set up a skatepark or something like this or introduce it. Because in Pakistan, you don’t have extreme sports. Nothing – no skateboarding, no motorcross, nothing. But now, there’s a niche which needs to be explored so if I introduce that thing, I know a few people here, they have local Turkish skatebording brands, and BMX brands and everything. So if I can set up something like this and invest a little bit of my money maybe I can set up my own business. That’s the plan, but since I don’t have Money rightnow I have to work somewhere at first.*

**CONCLUSION**

To sum up, as a student, any experience is important for your future career even if that field is not exactly as you wished to go for your whole life. In order to achieve your future prospects it is important to build up a path of experience with those stepping stones from different aspects.

However in doing so one has to be committed and should thoroughly organize their schedule and find a balance between work and education, and be ready to sacrifice their free time for the sake of a better career outlook and to form a **base** for their aspirations to be transfered into practice eventually.