

CONTACT

Location

Antalya, Türkiye

Web Site

<https://www.egemenguney.net>

Email

contact@egemenguney.net

LinkedIn

<https://www.linkedin.com/in/egemenguneykoc/>

GitHub

<https://github.com/egemenguney>

EDUCATION

Anadolu University

Bachelor's Degree, **Business Administration and Management**

2006 – 2020

University of Massachusetts Amherst

Bachelor of Science, **Computer Science**

2011 – 2015

Antalya Lisesi

High School, English & Foreign Languages

2003 – 2006

LANGUAGES

English: Full Professional Proficiency

Turkish: Native

CERTIFICATIONS

Foundational C# with Microsoft

Python Data Structures

Python for Everybody Specialization

Using Python to Access Web Data

Testing and Debugging Python

Programming for Everybody (Getting Started with Python)

EGEMEN GÜNEY KOÇ

MBA Graduate | Software Development & QA Automation

SUMMARY

MBA graduate and System Engineer with over 9 years of experience at Apple as a Senior Technical Advisor. Currently transitioning into **Software Development and QA Automation**, leveraging strong problem-solving skills combined with expertise in modern frameworks and automation tools (Selenium, Cypress, Playwright). Proven ability to build reliable software solutions, optimize processes, and deliver technical excellence in fast-paced environments.

TECHNICAL SKILLS

Programming & Frameworks	Python, JavaScript, React, React Native, Next.js, Redux, Flutter, C#, .NET Core, ASP.NET
Web Technologies	HTML, CSS, PHP
QA & Automation	Selenium, Cypress, Playwright, Test Case Design, CI/CD Integration
Tools & Workflow	Git, Agile Workflows, Prompt Engineering (AI-assisted design)

PROFESSIONAL EXPERIENCE

Apple Inc. – Antalya, Türkiye

Senior Technical Advisor (iOS & Mac+) | Jan 2018 – Present

- Provided advanced, expert-level technical support for iOS and Mac platforms, resolving complex and persistent system issues.
- Collaborated directly with global Engineering teams to escalate, debug, and resolve critical software and hardware bugs.
- Developed expertise in rapid troubleshooting, diagnostic tools, and identifying opportunities for automation to streamline customer service processes.
- Consistently exceeded performance metrics related to resolution efficiency and customer satisfaction.

Apple Inc. – Antalya, Türkiye

AHA T2 Advisor | May 2017 – Jan 2018

- Handled escalated technical cases from Tier 1 advisors, maintaining high standards of quality and efficiency in complex problem resolution.

Apple Inc. – Antalya, Türkiye

AHA T1 Mac+ Turkish | Feb 2017 – May 2017

Apple Inc. – Antalya, Türkiye

AHA T1 iOS Turkish | Aug 2016 – Feb 2017