

EMPLOYEE INTERVIEW WITH OZGE KOCA

SUPPORT ENGINEER



OZGE, COULD YOU BRIEFLY INTRODUCE YOURSELF?

Of course I am 39 years old, happily married and mother of a 9-year-old.

I have been working at IRIS since June 2021 as a Support Engineer. I am a member of the Support Team which is playing a bridge role between our partners/ customers and the development team.

HOW WAS THE ONBOARDING PROCESS AT IRIS?

I joined the team during the Corona-Pandemic. It was a time when the pandemic was starting to tilt down, slightly, from its peak point. Thus, I have met most of my colleagues "Online". Later, we needed to introduce ourselves once again face-to-face.

My Teamleader and my colleagues welcomed me very warmly. Frankly, they were always there for me when I needed support or a second

opinion. There is a strong sense of team spirit at IRIS.

WHAT KIND OF TRAINING OPPORTUNITIES DOES IRIS OFFER YOU?

So far, I have completed our internal trainings focusing on increasing my knowledge on our products.

Thanks to our products that use the cutting-edge technological infrastructure, I could find an area where I can improve myself whichever direction I lean. This is really very special.

So, as the next step, I am determining a road map in coordination with my Teamleader about the future trainings that might be necessary, by setting up a support team and in consideration of my personal goals. IRIS, offers many training opportunities.

WHAT DO YOU LIKE MOST ABOUT YOUR WORK?

I like testing, defining the problem and solving it with a different point of view. I love to

create possibilities for situations that seem elusive. During this process, I enjoy to be in contact with our Development Team and our partners/customers. In such a highly technical field, having human interaction is the most important thing.

WHAT SKILLS ARE MOST NEEDED FOR YOUR JOB?

The key points are the prioritisation of tasks and the analytical mind set. Technical capabilities, the experience on the field/product and good communication skills can also not be underestimated.

WHAT MOTIVATES YOU TO WAKE UP AND GO TO WORK?

First of all, I'm doing what I love to do and I'm part of a great team.

My motivation is the working environment where each day is a new challenge and at the same time a creative experience with lots of learning opportunities.

WHAT DO YOU LIKE TO DO IN YOUR FREE TIME?

I enjoy spending my free time with my family and friends. Also travelling in Europe, especially to Spain and Italy are very appealing to me as holiday destinations. Generally I am happy with what the day brings...

IF YOU COULD LEARN ONE NEW SKILL IN 10 MINUTES, WHAT WOULD IT BE?

If I would had that chance, I would choose learning to read body language and facial expressions to see the thoughts behind the words. A realistic choice would be learning more languages & gaining skills on them.

WHAT ARE YOUR EXPECTATIONS FOR THE NEXT 12 MONTHS?

I am looking forward to some new products that we will be launching soon. In general I am happy to learn from new experiences with which I develop myself further.





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