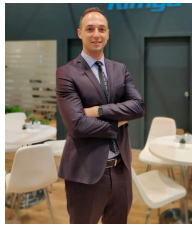


PERSONAL INFORMATION



Harun Sercan ERSAN

📍 halide edip adivar str. no:12/9 ucyol, 35150 izmir (Turkey)

☎ +905355179499

✉ sercanersan@mail.ru

🌐 <http://linkedin.com/in/sercan-ersan-6458abb5>

WORK EXPERIENCE

02/10/2017–17/01/2020

Export Sales and Marketing Representative

Akdeniz Kimya, Izmir (Turkey)

- Managing the sales of the biggest markets that the company has.
- Coordinating, leading and controlling the operational staff in this regard
- Promoting and penetrating the products in emerging markets such as India.
- Reaching the targets and goals set for the countries that I was responsible for
- Servicing the technical needs of my existing customers.
- Traveling overseas and visiting the customers on-site.
- Collecting customer feedbacks and doing market research
- Traveling target countries to understand the market and to find potential customers.
- Reporting to export manager
 - Maximizing customer satisfaction
 - Managing the minimization of products costs in cooperation with technical department
 - Keeping up to date with products and competitors
 - Advising customers on technical problems they faced
 - Attending sector related exhibitions

01/04/2015–01/10/2016

Customer Representative (Russian and English)

Turkcell Global Bilgi, Izmir (Turkey)

- Offering services and solutions to foreigners who live in Turkey and abroad.
- Understanding the needs of customers in the right way and offering appropriate solutions.
- Following the results of services.
- Notifying and informing the customers when needed.
- Making outbound calls in order to update customer information.
- Making use of inbound calls to make sales and collection of revenues.

01/07/2013–01/03/2014

Management Trainee

Mondial Leather and Fur, Krasnoyarsk (Russia)

- Being responsible for the whole sales process.
- Getting used to corporate sales and marketing operations.
- Being responsible to check the costs and trying to maximize the profit in this regard.
- Controlling and directing the operational staff for optimizing the merchandising activities.
- Reporting all the operational activities and current status to managers

01/01/2007–01/06/2012

Administrative Employee

Global Tech., Kyiv (Ukraine)

- Being responsible for the buying process of the goods from Turkish market and controlling the supply chain in this regard.
- Doing market research and finding the prospects in Ukraine market
- Finding and start doing business with the most reputable and trustable partners/suppliers in Turkey
- Building strong business relations with customers and vendors
- Maintanining the relations in the best way possible in highly competitive market environment
- Reporting the progress to manager weekly.

EDUCATION AND TRAINING

01/09/2000–01/05/2005

Information Technologies

Goztepe High School, Izmir (Turkey)

01/09/2006–01/06/2011

Bachelor degree in Philology

Kyiv National Linguistic University, Kyiv (Ukraine)

01/09/2011–01/06/2012

Master of Philology . Teacher of Russian and English languages

Kyiv National Linguistic University, Kyiv (Ukraine)

PERSONAL SKILLS

Mother tongue(s)

Turkish

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Russian	C2	C2	C2	C2	C2
English	C1	C1	C1	C1	C1
Ukrainian	C1	C1	B2	B2	C1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Driving licence

B

ADDITIONAL INFORMATION

Certifications

- International Trade Certificate