

İletişim Bilgileri

www.linkedin.com/in/çağlar-özmen-9300b866 (LinkedIn)

En Önemli Yetenekler

Ekip Yönetimi

Engineering

Designing

Languages

İngilizce (Professional Working)

Almanca (Elementary)

Certifications

Personnel Lifting Platform Technical Training (Luzzara, Italy)

Technical Training Program (South Korea)

Madeni Yağ Teknolojileri Eğitimi (Istanbul)

Sales Training 2015 (Istanbul, Turkey)

Service Training 2015 (Pfullendorf, Germany)

Honors-Awards

Honor Student

Honor Student

Çağlar Özmen

Bosch Türkiye şirketinde Bosch Car Service Country Sales Operations Section Manager
İstanbul, İstanbul, Türkiye

Deneyim

Bosch Türkiye

4 yıl 4 ay

Bosch Car Service Country Sales Operations Section Manager
Mart 2022 - Present (1 yıl 9 ay)

Head of the field sales / workshop consultant team that responsible from the expansion of the Bosch Car Service network, all operational processes of the existing Bosch Car Services, all audits, collections, and all kinds of field kpi analysis.

Sr. Workshop Consultant & Sr. Regional Product Manager Turkey and Middle East

Ağustos 2021 - Mart 2022 (8 ay)

İstanbul, Türkiye

Workshop Consultant

Ağustos 2019 - Eylül 2021 (2 yıl 2 ay)

- Supervision of 148 pcs Bosch Car Services that includes executive coaching, improving profitability, customer experience management, technical support, following spare parts target and service process development.

- Coordination of spare parts sales promoters in terms of route and visit planning.

- Conducting interviewes with the applicants / candidates for new Bosch Car Service.

- Manage acquisition of new Bosch Car Service and consultancy during on boarding.

- Coordinating and following up annual quality audits.

- Managing termination process of low performing Bosch Car Service.

- Responsible from implementation of corporate identity standarts.

Hyundai Assan
District Part and Service Manager
Kasım 2018 - Ağustos 2019 (10 ay)

Doğuş Otomotiv
2 yıl 5 ay

VW Passenger Cars - After Sales Service Field Asst. Manager
Haziran 2017 - Kasım 2018 (1 yıl 6 ay)

- Supervision of 16 Volkswagen dealers that includes executive coaching, improving profitability, customer experience management, technical support, following spare parts target, service process development and recruitment decision.
- Responsible from implementation of corporate identity standards.
- Following the service process and in case of detecting a problem or finding a better way, trying to be conceptualized this as a new and sustainable project for network.

VW After Sales Service Field Supervisor
Temmuz 2016 - Haziran 2017 (1 yıl)

- Supervision of 10 Volkswagen dealers that includes executive coaching, improving profitability, customer experience management, technical support, following spare parts target, service process development and recruitment decision.
- Responsible from implementation of corporate identity standards.
- Following the service process and in case of detecting a problem or finding a better way, trying to be conceptualized this as a new and sustainable project for network.

HMF Makina / Hyundai
Aftersales Engineer
Şubat 2013 - Haziran 2016 (3 yıl 5 ay)

My job description can be described as follows;

- Making inspections of sub-dealers in order to improve after sales quality.

- Providing all kinds of support to sub-dealers for better process.
- Responsible from warranty process (evaluation of sub-dealers' (which are in my charge) warranty claims and forwarding claims approved by me to the parent companies.)
- Preparation service bulletins.
- Training officer (Cummins Engines, Excavator & Loader, Breaker & Crusher)
- Customer visits within the scope of after sales satisfaction.
- Suggesting optimal solutions for organisations

Alfatek Group

Service and Product Support Engineer

Ocak 2012 - Şubat 2013 (1 yıl 2 ay)

İstanbul, Türkiye

- Training officer
- Preparation service and marketing bulletins
- Following up and control of warranty process
- Concrete pumps' service and spare parts advisor "3rd Bosphorus Bridge - Istanbul"
- Service coordination
- Making software development within the scope of marketing activities
- Sales support
- Analyzing faults and sharing them with the parent company to find permanent solution
- Suggesting optimal solutions for organisations

Alfatek Group is the dealer of;

Schwing Concrete Pump

Sandvik (Rammer) Hydraulic Breaker

Soosan Hydraulic Crawler Drill

Eğitim

İstanbul Bilgi Üniversitesi

Master of Business Administration (MBA) · (2015 - 2016)

Yıldız Teknik Üniversitesi

Bachelor's degree, Civil Engineering Faculty / Surveying Engineering
Department · (2007 - 2012)

Yıldız Teknik Üniversitesi

Bachelor's degree, Mechanical Engineering Faculty / Naval Architecture and
Marine Engineering Department · (2007 - 2012)