**CANDIDATE**

Çağlar Özmen

**PERSONAL DETAILS**

**LOCATION**

İstanbul

**QUALIFICATIONS**

Bachelor's degree Yıldız Teknik Üniversitesi

Civil Engineering Faculty / Surveying Engineering

**CAREER SUMMARY**

**Bosch Türkiye**

**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 interviews 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 standards.

**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)**

- 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

For further information please contact Jan Johnston on 01695 570 696 or email janj@johnston-vere.co.uk