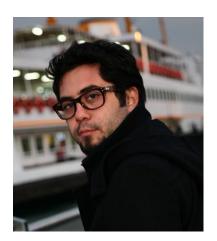
Mehmet Ali ULUTURHAN

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Phone +48 600 385 900

Address: ul. Przewóz 27/23, 30-716 Kraków

Work permit: Yes



Professional Experience:

HCL Poland Sp. z o.o.

September 2017 - now

IT Analyst

- First line supporter via phone, chat or mail.
- Incident handling.
- Remote support for laptops(hardware&software) or mobile phones(applications)
- Creating incident tickets or service requests, analyzing SAP issues (O2C, B2R, D2B, P2P etc) and assigning the resolver groups.

IBM ISC Sro (Bratislava, SK)

Bid Manager

May 2015 - March 2017

Pre-Sales Support Transaction

- Preparing Maintanance Proposals for IBM and Lenovo Machines.
- Direct and indirect sales (Distributor- Reseller)
- Managing relevant teams from quotation to contract registration.

- Dealing with sales managers or partners for pricing, discount, payment terms.
- Handling with specific term&conditions if needed with technical and legal view.
- Contract registration.
- Portfolio management.
- Responsible for internal/external audits.

Dell Sro (Bratislava, SK)

July 2013 - April 2015

Senior Partner Associate

Global Sales Operations EMEA Partner &UKI Channel (Post-sales)

- Organizing the orders from production to delivery.
- Prioritizing or sorting the orders.
- Pursuing with shipping methods, changing with the goodwill.
- Dealing with dead on arrival units. Crediting or resending the product.
- Investigating missing, wrong, damaged orders, charging the team responsible.
- Pursuing the legal cases, deciding about acceptance of claims, conducting lawsuits, appeals with legal and technical advise.
- Organizing shipping, delivery method.
- Organizing reverse logistics (commercial and export invoicing, shipping),
- Settling accounts with distributors.

Fujitsu Technology Solutions Sp. z o.o.

(Lodz, PL) August 2012 – April 2013

IT Support Technician

EMEA Market

- First line supporter via phone or mail.
- Incident handling.
- Remote support for laptops(hardware&software) or mobile phones(applications)

• Creating incident tickets or servie requests and assigning the resolver groups.

Turizm Aktuel

Journalist & Columnist

(editorial office)

March 2011 – August 2014

DSM Organisation

Supervisor - Guest Relation

(Istanbul, Turkey) 2009 - 2011 (BMW,VW,Red Bull, JTI, Turk Telekom Events &

Launches)

Education:

Selçuk University

(Konya, Turkey): **Tourism**

Anadolu University

(Eskişehir, Turkey): English Language Teaching

Akdeniz University

(Antalya, Turkey): Ancient Greek Language & Literature (1st gr)

Computer Skills:

Windows & Linux Operating Systems
Office Programs
Netsis & Vega Accounting Program
Setting up PC Hardware & Software
Help desk Service Programmes
Citrix
Lotus Notes
Moxie Mail
Internal Ticketing Tools

Language Skills:

English: Reading: Expert, Writing: Expert, Speaking: Expert Listening: Expert

German: Finished C1 level at university

Turkish (native): Reading: Expert, Writing: Expert, Speaking: Expert Listening: Expert

Polish: Basic (A1)

Training, Seminars & Conferences

Title	Organization	Venue
Measuring Important		
Factors After the Decision	Control Connections State University Expressor	November 20, 2010
	Central Connecticut State University, European	November 29, 2010
of Purchasing Touristic	Conference For Academic Disciplines (Saliha Başak	
Products: A Study	ERDİNÇ, Volkan ALTINTAŞ, Ömer Akgün TEKİN,	
Involving Undergraduate	Mehmet Ali ULUTURHAN)	
Tourism Student		
Action 1.3 Youth	AEGEE Riga	Ogre – Latvia - 2011
Democracy Project		
Seminar ACCESS-ing		Moscow - Russia -
young women to public	Council of Europe & Dobroya Volna	2011
decision making through		
active participation in the		
work of Youth and Student		
Cultural Heritage	Municipality of Alanya	Alanya – Turkey -
conservation of Alanya		2011
Castle		
Multikultik FM 91,3	www.multikultik.com	Antalya – Turkey -
		2010
Action 4.2 Laboratory of	Fundacja FERSO Lodz - Instytut Działań Twórczych	Korbielow 2010
Creation and Innovation		
Action 3.1 Training	Dobroya Volna	Klyazma – Russia
		2011
Overcoming Phobias in	TIKAV	Istanbul – Turkey
Youth projects Through	EU "Youth in action Programme"	2009
Outdoor Activities	_	

Youth In Action 3.1 Youth	Ivolo (Birmingham-UK) &Good Wish (Moscow-	Moscow – Russia-
exchange about	Russia)	2011
Volunteering		

Interests & Hobbies:

literature, photography, archeology, yachting, travelling

[&]quot;Wyrażam zgodę na przetwarzanie moich danych osobowych zawartych w mojej ofercie pracy dla potrzeb niezbędnych do realizacji procesu rekrutacji zgodnie z ustawą z dnia 29 sierpnia 1997 r. o ochronie danych osobowych (Dz. U. z 2018 r. poz. 1000 ze zm.)"