

Mehmet Ali ULUTURHAN



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Work permit: Yes

Professional Experience:

HCL Poland Sp. z o.o.

IT Analyst

September 2017 - now

- 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

Pre-Sales Support Transaction

May 2015 – March 2017

- Preparing Maintenance 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 service requests and assigning the resolver groups.

Turizm Aktuel

(editorial office)

March 2011 – August 2014

Journalist & Columnist

DSM Organisation

(Istanbul, Turkey)

2009 - 2011

Supervisor - Guest Relation

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

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

literature, photography, archeology, yachting, travelling

"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.)"