

Ufuk Gören

Bayar Caddesi No:6/10
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Sex : Male
Birth Date : 20.10.1970
Marital Status : Married
Nationality : Turkey
Driving Licence : B
Military Service : Completed



OBJECTIVE

To pursue a career in Service and Team Management where my detail orientation and analytical skills would be an asset.

WORK EXPERIENCE

2011 -2015	DHL Express. / İstanbul Information System and Technologies E-Commerce Manager To manage the DHL e-commerce tools and reduction of the manual document usage by customers for excellent service quality Scope of the job: Member of the DHL Management Team Board Project Management (Global and Local Level) Team Management Performance reporting SLA Management Risk Management Business Continuity Management (BCP) ISO 20000 IT Service Management
2007-2011	DHL Express. / İstanbul Information System and Technologies It Services Supervisor To deliver the all IT services to internal and external customers Call Center Management (Service Desk) SLA Reporting ISO 20000 IT Service Management

EDUCATION

University	Bilkent University – Tourism and Hotel Management – 1992
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ADDITIONAL EDUCATION & CERTIFICATES

2015	Change and Stake Holder Management - DHL Express
2014	Train the Trainer – DHL Germany
2013	Certified International Manager – DHL Express
2013	Occupational Health and Safety Trainings
2013	Environmental Management System Auditor –SGS
2012	Certified International Specialist –DHL Express

2011	Risk Management -SGS
2011	Project Management –Prince 2 - DHL Express
2010	Microsoft Share Point Designer -Microsoft
2008	ISO 20000 Service Management Lead Auditor –Gelişim Yönetim Sistemleri
2007	CCNA Cisco Certified Networking Associate -CISCO
COMPUTER SKILLS	
Word, Excel, Powerpoint, Outlook: Excellent	
LANGUAGE SKILLS	
English	Reading: Advanced, Writing: Advanced, Speaking: Good
Professionals	
Net Promote Score (NPS) Specialist Process Optimisation and Development Team Management Performance Management Risk Management SLA Management ISO 20000 Service Management System Business Continuity Planning Trainer (ISO 20000 Implementing,Risk Management,Change Management,Speed Reding,Coaching and Mentoring ,How we can developed Individual Performance , Giving Feedback ,People Styles at Work ,To Understand the Stradeegy,How We Can Use the ICADE methodology...) Quality Lead Auditor (ISO 20000 ,ISO 14001 ,ISO 9001)	
Social Activities	
Music (Play piano and keyboard) ,Snooker,Caligraphy,Reading,Basketball	
REFERENCES	
“Available upon request.”	