

BEGÜM MİRDOĞAN ÖZDEN



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PERSONAL

Date & Place of Birth : February 22, 1986 – Istanbul
Nationality : Turkish
Marital Status : Married

EDUCATION

2004 – 2006 : Istanbul Commerce University – International Logistics
1998 – 2004 : Istek Vakfi, Acibadem / Istanbul - High School
1991 – 1998 : Istek Vakfi, Acibadem / Istanbul– Elementary School

SPECIAL COURSES / TRAINING

2017 February : “Foreign Trade” by Ali Dölek
2016 December : “Regulation on the Transport of Dangerous Goods by Road” at
Kocaeli Chamber of Industry
2016 December : “Letter of Engagement” at Kocaeli Chamber of Industry
2016 October : “Team working” at TMI Turkey
2012 June : "Problem Solving" at Case Learning
2012 May : "Leadership" at Dale Carnegie Training
2011 May : "Microsoft Excel" at Bilge Adam
2011 January : "Effective Communication and Teamwork“ at ADS Consulting
2005 – 2006 : British Chamber of Commerce, English Courses

WORK EXPERIENCE

2017 June - ...

: **FREELANCER**

- Translating
- Subtitling
- Editing / Proofreading
- Transcription

2016 June – 2017 June : **IFF INTERNATIONAL FLAVOUR FRAGRANCIES COMPANY**
Transportation Planning and Export Administration

- Responsible for all export shipments managing. (sea, air, road.)
- Communication with transportation companies, warehouse, customer service responsible team and custom broker.
- Managing shipment process on SAP system.
- Managing weekly meeting with customer service responsible team.
- Managing weekly meeting with warehouse team.
- Providing, packinglist, invoice for all export shipments.
- Providing dangerous goods forms for shipping lines.

2014 October – 2015 July

: **NORGISTICS TURKEY**

Export & Import Operation Responsible

- Responsible from all the import and export operations process with a operation specialist.

2013 December – 2014 September : **CONTAINERSHIPS**

Sales & Marketing team member

- To develop with the clients
- To respond incoming queries and ensures the resolutions
- To create freight quotations on the system
- To create booking advices on the system and share with the customers and with the container control team

2012 October- 2013 August

: **DHL Supply Chain – Contractor at P&G Dammam Plant**
Central Planning Specialist
(same as the job description at Gebze)

2011 April - 2012 October

: **DHL Supply Chain – Contractor at P&G**
Gebze Plant - Import Specialist

- Order management: getting orders via mail from the raw material planners of Procter&Gamble and following the orders on our tracking system
- Daily report preparation; updates and sharing via mail with the other team members
- Tracking containers, vessels departures and arrivals from the web sites of the agencies; if there's any delay informing the raw material planners of Procter & Gamble and having another urgent truck or plane organization for not having production shut down
- Getting the invoice and BL copies from the customers and checking if they have any incorrect data and adding the details to the tracking system
- Having daily meetings with Procter & Gamble members" raw material planners, depot; etc depot from SAP system

2009 January – 2011 April : **DHL Supply Chain – Contract0r at P&G Gebze Plant - Inbound System Operative (same as Import specialist position)**

- Checking orders, raw material stocks and container unloading to the

2007 August - 2009 January : **DHL Supply Chain – Contract0r at P&G Gebze Plant - Local Export Planner**

- Order management: getting new sales orders via mail from the customers and creating these orders at SAP system and at DHL's tracking system
- Create booking at vessel agencies web sites as the customers ETA dates on the sales order mails
- Giving updates to the customers about the container and vessel details of the orders
- Checking the products availabilities from SAP system and with the planners at Procter&Gamble
- Sending shipping instructions to the shipping agencies after loadings of the containers
- Sending invoice copies to the customs for the customs process
- Tracking containers, vessels departures and arrivals from the web sites of the agencies; if there's any delay informing the customers

2007 February–June : **CBI Transport - Trainee at Export Dept.**
(under training in export department)

2006 summer : **Catoni Maritime Agencies S.A.**
Asst. To Export Supervisor
(under training at Logistics Dept.)

2005 summer : **Catoni Maritime Agencies S.A.**
Asst. To Export Supervisor
(under training at Logistics Dept.)

SKILLS

- Fluent in written and spoken English
- Good knowledge of Windows office programs
- SAP
- CAT Tools (SDL Trados, MemoQ)

ABILITIES

- Patient, hard-worker, sociable, reliable
- Brave in taking responsibilities
- Good organizational skills
- Achieves goals and objectives

INTERESTS

- : Travelling, music, pets, painting, jeweler designing, reiki, ballet, boutique bakery.