

## Contact Information



### Bugra Kaplan

E-Mail Address  
**bugrakaplan87@gmail.com**

Birthdate  
**17/03/1987**

Phone  
**90 (533) 665 67 31**

Address  
**Turkey - İzmir - Konak**

## Private Info

Gender  
**Male**

Nationality  
**Republic of Turkey**

Military Services  
**Completed (13.02.2015)**

## Experience



Title  
**Customer Relations Specialist**

Company Name  
**Exact Systems**

City  
**İzmir**

Company Sector  
**Automotive**

Starting Date  
**09.2017**

Ending Date  
**Still Working**

Job Definition

**Exact Systems is a Quality Control company based in Poland. It has almost 350 domestic and foreign customers and it provides sorting&rework services to its customers mostly in automotive sector.I have been working in Exact Systems as Customer Service Specialist and Debt Collector for almost 2 years.**

I am responsible for the below subjects in our company;

- Preparing the PO forms regarding the new sorting projects,
- Contacting the customer in order to inform them about the Quality Problem,
- Staying in touch with the customer from the beginning of a project until the collection of their payment,
- Trying to find a solution to the possible customer complaints by transferring the issue to the correct department or person,
- Helping the customers regarding their concerns after the service,
- Creating the activity report from the online reporting program Extranet360 and sending the results of the project to the customer,
- Calculating the invoice amount by checking the online reports,
- Following-up the PO numbers of the customers to be able to issue their invoices,
- Issuing the invoice by using the accounting program NETSIS,
- Answering the reconciliation letters coming from the foreign customers,

- Finally contacting the customers by e-mail or phone in order to collect the payment of our invoices,
- Assisting the accounting department in case of a need such as control of the current accounts, payments of suppliers etc.)
- Creating and sending the requested reports to the Polish Headquarters in monthly basis.



Title  
**Customer Relations Assistant**

Company Name  
**Assistt Thy**

City  
**İzmir**

Company Sector  
**Air transportation**

Starting Date  
**07.2015**

Ending Date  
**09.2017**

Job Type  
**Permanent / Full-time**

Job Definition

- In the Call Center of Turkish Airlines, i worked as French Speaking Customer Representative.
- Used the official reservation program called Quickres and Crane.
- Our department was responsible for the customer complaints, reservations , ticketing , flight changes, ticket modifications and cancellations.
- Also i was responsible for the Turkish Airlines' frequent flyer program Miles&Smiles.



Title  
**Project Volunteer**

Company Name  
**Apere Chantiers Internationaux**

City  
**Nice - France**

Company Sector  
**Non-governmental organizations**

Starting Date  
**08.2011**

Ending Date  
**10.2011**

Job Type  
**Volunteer**

Job Definition

**APARE is an international Volunteer Program where people around the world come together and work for the environment. I have attended to this program from Turkey twice.**



Title  
**Project Volunteer**

Company Name  
**Apere Chantiers Internationaux**

City  
**saint-tropez - France**

Company Sector  
**Public**

Starting Date  
**08.2009**

Ending Date  
**09.2009**

Job Type  
**Volunteer**



Title  
**Front Office Personnel**

Company Name  
**club resort atlantis**

City  
**İzmir**

Company Sector  
**Hotel and Accommodation Management**

Starting Date  
**08.2008**

Ending Date  
**10.2008**

Job Type  
**Permanent / Full-time**

Job Definition

**I worked as a receptionist in this hotel who works for French clients predominantly.**

## Education



**Bachelor**

University  
**Ege University**

Faculty  
**Economic and Managerial  
Sciences Faculty**

Department  
**Economics**

Starting Date  
**10.2005**

Ending Date  
**Dropout**

Education Type  
**Formal Education**

Education Language  
**English**



**Associate Degree**

University  
**Anadolu University**

Faculty  
**Economic and Managerial  
Sciences Faculty**

Department  
**Foreign Trade**

Starting Date  
**09.2017**

Ending Date  
**...**



**High School**

**Graduation Degree  
4,55 / 5**

High School Name  
**Turhan Tayan Anadolu Lisesi**

Department  
**Turkish – Mathematics**

Ending Date  
**01.2005**

Education Type  
**Anatolian High School**

## Languages

Language

**English**  
Advanced

Level



**French**  
Advanced



## Competencies

**Computer Skills**

**Microsoft Office ,NETSIS, QUICKRES , ELECTRA**

## Certificates

Certificate Name  
**FRENCH**

Certificate Date  
**06.2016**

Certificate Institution  
**DELF B1**

## Seminars and Courses

Name of Education  
**Finansçı Olmayanlar İçin Finans**

Education Date  
**01.03.2019**  
**02.03.2019**

Duration (Hours)  
**16 Hour**

Education Institution  
**İzmir Ticaret Odası**

Name of Education  
**İleri Excel**

Education Date  
**01.03.2018**  
**02.03.2019**

Duration (Hours)  
**16 Hour**

Education Institution  
**İzmir Ticaret Odası**

Name of Education  
**Etkili ve Etkin Yöneticilik**

Education Date  
**15.12.2017**  
**15.12.2017**

Duration (Hours)  
**10 Hour**

Education Institution  
**Optimal Danışmanlık ve Eğitim**

Name of Education  
**Fransızca**

Education Date  
**01.09.2006**  
**01.09.2009**

Duration (Hours)  
**0 Hour**

Education Institution  
**İzmir Fransız Kültür Merkezi**

## Hobbies and Interests

**Swimming, reading, watching movies, and painting.**

## References

| Name of Reference      | Company  | Position in the Company    | Phone              | E-Mail                              |
|------------------------|--|----------------------------|--------------------|-------------------------------------|
| <b>Gizem Yüksel</b>    | <b>Exact Systems Kalite Kontrol Supervisor Auditor Ltd. Sti.</b> |                            | <b>05442445935</b> | <b>gizem.yuksel@exactsystems.co</b> |
| <b>Gülşah İriz</b>     | <b>-</b>   | <b>takım lideri</b>        | <b>05555603303</b> | <b>-</b>                            |
| <b>delphine allain</b> | <b>Centre culturel français d'izmir</b>                          | <b>Yönetici / Yönetmen</b> | <b>05455936611</b> | <b>-</b>                            |

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