



Curriculum Vitae

Personal Information

First name / Surname	Yeliz Küçük
Address	Bağlarbaşı mah İhlamur sok Eslem apt No28 Daire 9 Maltepe / ISTANBUL
Telephone	+90 544 321 14 45
E-Mail	yeliz.x.kucuk@gmail.com
Nationality	Turkish
Date of birth	19.04.1979
Place of birth	Austria (Tirol)
Gender	female
Material status	Single (Mother of 2 children)
Driving license	B / 2008

Graduation

1993 – 1997	Bundeshandelsakademie und Bundeshandelsschule Reutte / TIROL (Austria)
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Language Skills

German	excellent (native language)
Turkish	excellent (native language)
English	fluent

Work experience

November 2018 - April 2025: GRASS TR Mobilya Aksesuarları - OPERATIONS MANAGER

Realization and monitoring of all service areas of company and group interests, strategies, in line of principles and procedures.

Managing all operational processes for digital and offline campaigns

Collaborate closely with Account Managers and their teams to align operational tasks with strategic objectives, ensuring seamless integration and consistent updates

Monitoring compliance with all operational standards, ensuring deadlines are consistently met. Optimize the use of operational tools and systems, providing necessary training and supporting the team

Responsibility for preparation of all monthly closing and regulatory declarations, accounting, tax and reporting duties of the company

Importing the imported products in accordance with the foreign trade regulations Monitoring of the shipments to ensure the compliance of regulations Organization of transport and price performance managing

Organize schedules and design operational work calendars for team members handling relevant tasks

Budget calculation and submission Monitoring of material stock level, Manage stock transfers during among warehouses. Coordinate and optimize the transfer process in response to operational needs Carrying out the necessary activities to reduce the stock level

Obtaining daily, monthly and annually goals for various productivity and quality levels

Managing logistics operations and making sustainable development plans

Preparing daily, weekly and monthly logistics business follow-up reports

Making inventory counts in certain periods and reconciliation with the warehouse

Ensure the coordination of the products with the factory, warehouse and customer

Conducting activities in accordance with the procurement and payment procedure

Supporting the sales and marketing department

Execution of customer relations and meeting their demands

Entering customer orders into the system and coordinating transportation to customers

Managing the entire sales operation according to the letter of guarantee and other forms of payment

Managing CRM Tool and provide reporting to the sales department

Domestic Fair Organizations

Translation of necessary documents for sales

Communication with German company, sending Inquiry. Offer to Turkish company

Ordering and following the order process including to write invoices and dispatch note

2011 – November 2018 – ATOS

Since Sep 2017-November 2018 Onsite Operations Manager for GlaxoSmithKline (ATOS)

Assisting the team for support from End users
Creating from reports, Asset Management,
translation of global guides, Manage the delivery of IT
Joining in global meetings for Infrastructure changes
Planning of device changes
Reporting of major incident issues to global responsible groups
Planning of trainings about new installed Software and other programs
Reporting the KPI, SLA and other necessary information's to the Atos Management
Analyze, comment, draft and negotiate multi purpose IT frame agreements, IT contract changes etc.

July 2016-Sep 2017 Team Manager Siemens Servicedesk (ATOS)

Assisting the Team, update Reports
Join to global and local meetings
Manage and coordinate global application development projects and the support team
Support and Guide also Germany ServiceDesk about global applications
Manage the KPI and SLA
Reporting to the Global Head
Planning the shifts for Employees and managing

Untill July 2016 2nd Level Agent Siemens Servicedesk (ATOS)

Troubleshooting for technical issues on users computer
(PKI encryption issues, software installation/deinstallation, solution for error messages on users computer via remote connection on their client, BitLocker encryption/decryption, troubleshooting for network issues on users computer, troubleshooting for software issues)
Ticket reporting / monitoring
Assisting 2nd Level technical analysts with technical support
Assisting Training department (i.e. updating Training documents, performed Training for new hired employees..)
Floorwalking for new employees
Backup of Team lead (update Reports, assisting the Team, join to global meetings...)

2009 – 2011

ETB Group Istanbul / Turkey
Lead Physician – Customer Service / Survey with German doctors and reporting

2007 – 2009

ARBAYES LTD. ŞTİ
Quality Management “Deutsche Telekom Service Desk”

2000 – 2003 AK MAKINA LTD. ŞTİ - Foreign Trade

Import / Export / Accountancy

Turkey representative company of German company.

Inquiry / ordering / business correspondence with Germany / write invoices / shipment tracking

Continuous follow-up of the goods purchased abroad

Organization of transport and prepare all necessary customs documents Communication with German company, sending Inquiry. Offer to Turkish company ordering and following the order process including to write invoices and dispatch note Monitoring of the shipments to ensure the compliance of regulations

Prepare and evaluate activity and sales reports and to draw conclusions

Ensure that the money of the goods received from abroad is paid in accordance with the contract and that the money of the goods sold abroad is also collected on time.

Organisational skills and competences

Customer Processes, Conversation Techniques, Compliance with regulations of conversation, Soft skill

Certificates

Microsoft Office, Netpro, Accollate

Technical skills and competences

proAlpha (Order handling & processing,

financial accounting, Inventory management

Installation of PC Hard- and Software knowledge

Installation of additional software

Microsoft Office 2007/2010/365 configuration /

troubleshooting Network connections

Configuration of Hardware and Software

Internet / Intranet disturbance troubleshooting

LAN, WLAN, Remote Connection, Remote Desktop

Manage Active Directory

Computer skills and competences

proAlpha, Microsoft 365, Operation System 2000, XP, Vista, Windows 7, Windows 10, Teams, Skype, Lexoffice, CRM, Microsoft Office Programs, 2000, 2003, 2007, 2010 (Word, Excel, PowerPoint, Outlook, Office Communicator) KS2000, Netpro, LKS Accounting

Best Regards

Yeliz Küçük