



Beyzanur Aligül

Phone number: (+90) 5377197088 (Mobile) | **Phone number:** (+44) 07708186150 (Mobile) |

Email address: beyzaaligul@gmail.com | **Website:**

<https://www.linkedin.com/in/beyzaaligul> | **Skype:** live:beyzaaligul

WORK EXPERIENCE

01/2023 – CURRENT Remote

ASSISTANT PRODUCTION MANAGER(FREELANCE) TRT(TURKISH NATIONAL CHANNEL)

- Organising transportation, hotel, cast, guides, places in the whole world for the filming team. Whatever team need organising for them
- Organized in Vietnam, Cambodia, Thailand already.

08/2022 – 07/2023 Remote

MARKETING AND SALES MANAGER TTC TORTEKS

- Researching and developing marketing opportunities and plans, understanding consumer requirements, identifying market trends, and suggesting system improvements to achieve the company's marketing goals.
- Maintaining relationships with important clients by making regular visits, understanding their needs, and anticipating new marketing opportunities.
- Implementing new sales plans and advertising. Digital marketing implementations of company.
- Recruiting, training, scheduling, coaching, and managing marketing and sales teams to meet sales and marketing human resource objectives.

07/2020 – 08/2022

CUSTOMER SALES REPRESENTATIVE EKOTEN FABRICS

- Customer representative of famous brands and planning their processes smoothly
- In Product Development and Design Department. Development and Design of fabrics
- Sales and marketing to foreign countries -
- SAP knowledge

10/2019 – 07/2020

TECHNICAL CUSTOMER SPECIALIST APPLE INC

- Performed troubleshooting, diagnosis, and repair of Apple MacOS and iOS hardware and software, for an average of 300-400 clients per month in Apple's third busiest customer service department in Turkey.
- Maintained an average customer service rating of 95% in a fast-paced environment.
- Information of Itunes and sales, billing services.
- Problem solving and positioning.

06/2019 – 10/2019

OPERATIONS MANAGER(SEASONAL WORK) MELENCEC TURKBUKU RESTAURANT AND BOUTIQUE HOTEL

- Coordinating the operation and workers to have smooth process.
- Performing HR duties such as recruiting, selecting, scheduling, counselling and disciplin employees
- Managing digital marketing, social media activities, advertising and google business profile
- Managing Boutique Hotel, marketing,planning,coordinating,administering hotel services such as catering and accomodating facilities

05/2018 – 10/2018

CONCIERGE(SEASONAL WORK) MANDARIN ORIENTAL HOTEL

- Marketing and selling of yachts, transportations, booking restaurants, bars, clubs and other entertainment/leisure activities as requested.
- Served over 150 VIP guests from all over the world, respond to all guests' needs and requests.

09/2017 – 11/2017 Miami, United States

ASSISTANT MANAGER(SEASONAL WORK) LOKUM MEDITERRANEAN BAR AND GRILL

- Opening and closing the restaurant. Appointing, inducting, and mentoring new staff members.
- Scheduling shifts and assigning tables to waitstaff. Resolving customers' questions and grievances in a professional manner. Conducting payroll activities in an accurate

-Purchasing new ingredients, kitchen utensils, and equipment as stock is damaged or depleted. Sourcing better deals on all resources and equipment that warrant replacing or replenishing.

06/2017 – 09/2017 Orlando, United States

ATTRACTION HOSTESS(SEASONAL WORK) WALT DISNEY WORLD RESORT

-Listen to guests' concerns and challenges and solve these situations professionally.

02/2015 – 10/2015 London, United Kingdom

PROJECT AND FUNDRAISER COORDINATOR(VOLUNTEER WORK) NEW INTERNATIONAL COMPANY OF LIVE ARTS

-Researches, Prepares databases, Basic Photoshop Skills, Excel and Builds advertisement promotions to include Web Pages.

-Talent acquisition specialist

-Organized an Turkish educational visit project in London, Manage EVS(European Voluntary Service) budget

EDUCATION AND TRAINING

10/2013 – 10/2019 Izmir, Türkiye

TOURISM MANAGEMENT Dokuz Eylul University

01/2019 – 06/2019 Ourense, Spain

TOURISM MANAGEMENT Universida de Vigo

Erasmus Student

LANGUAGE SKILLS

Mother tongue(s): **TURKISH**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C1	C2	C2	C1
SPANISH	C1	B2	B2	C1	C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

ADDITIONAL INFORMATION

VOLUNTEERING

Volunteering and Memberships **INOVATIM of Turkish Exporters' Assembly: TIM** -Improve innovation ideas for students in Turkey -Trainings ,Workshops, Domestic and overseas technical visits -Personal development in business area

****I attended business trip to Africa(Guinea) with business man and women by INOVATIM fund.**

Pi Youth Association

Project Coordinator: Responsible for our association's(NGO) international network area, Provides international contacts, Creating new projects and responsible of organizing them. 1 Dec 2016- 30 May 2018

Erasmus Student Network(ESN)

Finance and Event Coordinator, Local Representative of ESN Dokuz Eylul University 06.2016- 06.2018

Organised events, trips, meetings, workshops for foreigner students.

CERTIFICATIONS

CURRENT

Certifications

-Digital Marketing Analyst by International Institute of Digital Marketing™

-International Professional Expert Coach by ICF(International Coaching Federation)

-Export Sales Camp Consultancy Program by Chamber of Commerce(KMTSO)

-E-commerce, E-export, Micro Export Training by Chamber of Commerce(KMTSO)

-Entrepreneurship and Innovation Seminar Certification by Ankara Development Agency,

-ENTREPRENEURSHIP PROGRAM CERTIFICATE by KOSGEB(Small and Medium Enterprises Development Organizations by Government)

-11 Youthpass Documents from Erasmus+ projects by European Union

-Career Development Lessons by Disney University Florida

-Civil Society Capacity Development Training by Turkish National Agency.