

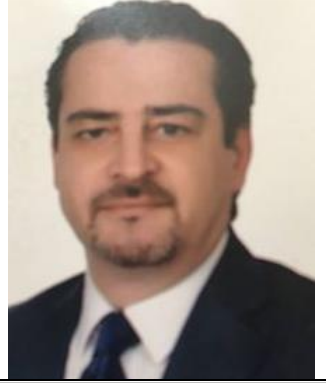
Ufuk Gören

Bayar Caddesi No:6/10
Kozyatağı / Kadıköy
İstanbul

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Sex : Male
Birth Date : 20.10.1970
Marital Status : Married
Nationality : Turkey
Driving Licence : B
Military Service : Completed



CURRENT WORK

13-07-2016 BT Yönetim Sistemleri & SGS Supervise Gözetme Etüd Kontrol Servisleri A.Ş.
Contracted Auditor ,Consultant and Trainer

LATEST PROJCTS

2016 ISO 20000 IT Service Management -AVEA
2016 ISO 22301 BCP & ISO 24762 DRP -PTT
2014 Payment Solutions -DHL

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 York University –Business Administration -Continue

Bilkent University – Tourism and Hotel Management – 1992

ADDITIONAL EDUCATION & CERTIFICATES

2016	ISO 27001 Lead Auditor (IRCA)
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 Stradegy,How We Can Use the ICADE methodology...)
Quality Lead Auditor (ISO 20000 ,ISO 14001 ,ISO 9001,ISO 27001)

Social Activities

Music (Play piano and keyboard) , Snooker,Caligraphy,Reading,Basketball

REFERENCES

“Available upon request.”