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Proposed role in the company:

1. Family name:	SAĞLAMER
2. First names:	İLKE
3. Date of birth:	21.07.1978
4. Nationality:	TURKISH
5. Civil status:	MARRIED
6. Education:	ENVIRONMENTAL ENGINEERING & MANAGEMENT BUSINESS ADMINISTRATION (MBA)

<i>Institution (Date: from - Date to)</i>	<i>Degree(s) or Diploma(s) obtained</i>
■ YEDITEPE UNIVERSITY (2002-2004)	■ GPA, 3.97 / 4
■ YILDIZ TECHNICAL UNIVERSITY (1998-2002)	■ GPA, 3.38 / 4
■ FENERBAHCE ANATOLIAN SCHOOL (1994-1997)	■ GPA, 4.76 / 5

7. Language skills: Indicate competence on a scale of 1 to 5 (1 - excellent; 5 - basic)

<i>Language</i>	<i>Reading</i>	<i>Speaking</i>	<i>Writing</i>
Turkish	1	1	1
English	1	1	1
Spanish	4	4	4

8. Membership of professional bodies:

- TEMA

9. Other skills: (e.g. Computer literacy, etc.)

- OFFICE PROGRAMMES
- AUTOCAD 14

10. Present position:

- Foreign Accounts Director

11. Years within the profession:

- 10 Years

12. Key qualifications:

- Excellent interpersonal communication and customer service skills
- Having strong ability to communicate in English and intermediate Spanish
- Qualification of enterprising, determined and adaptable interpersonal character, willing to work flexible hours, as needed
- Adapt working independently or as a member of a team with high energy level

13. Professional experience:

(24.12.2014-) ISTANBUL

**Marm
Assistance**

■ **Foreign
Accounts
Director**

Job Description:

1-Foreign Medical Based Customers Relations Management

- Current customers relations management
- New Potential customers relations management
- Lost profitable customers relations management
- Customer visits management
- Customer Complaints and quality management
- Customer Surveys management
- Pricing Management (Price Negotiations, preparation of contracts & agreements)
- Customer Contracts management
- Reporting Annual Activity Reports Management
- Medical Conferences participation management

2- Customer Accounts Operation Management

- Current customers medical & technical cases invoicing management
- Detail Case Control management
- Customer Reconciliations letters management
- Customer receivables follow up management
- Updated customer receivables report management
- Dept collection Management
- Customer Case archiving management

3-System Engineering

- Continuous Improvement and Development Management
- Determination and modification of performance indicators that are set through company objectives, aims and customer expectations , requirements , satisfactions

AREA OF SPECIALIZATION:

- Cost Containment
- Management of Foreign relations
- Project Management
- Pricing & Invoicing
- Follow up Receivables & Dept Collection
- Strategic Planning
- Continuous Improvement

(02.09.2004-
24.12.2014)

ISTANBUL

**Marm
Assistance**

■ **Foreign
Accounts
Manager**

Job Description:

1-Foreign Customers Relations Management

- Pricing Management (Price Negotiations, preparation of contracts & agreements)
- Invoicing & Reporting Management after detailed cost , GOP , records control and saving calculations (Invoicing of service fees and costs to the customers)
- Following up the receivables & payments from the customers and providing general monthly & annual reports to them

2- Cost Containment System Implementation

- Creating cost control tools in the organisation and providing them to be implemented in the company system
- Coordination of cost containment and providing it to be in conscious
- Giving Payment Authorisation to the Domestic Accounts Department
- Negotiation Arrangements with the hospitals to settle the medical expenses of the patients to guarantee of payment on behalf of the foreign insurance company

3-System Engineering

- Continuous Improvement and Development Management
- Determination and modification of performance indicators that are set through company objectives, aims and customer expectations , requirements , satisfactions

AREA OF SPECIALIZATION:

- Cost Containment
- Management of Foreign Customer experience relations & projects
- Contracts
- Pricing & Invoicing
- Follow up Receivables
- Strategic Planning
- Continuous Improvement

(21.07.2003 - 21.07.2004)	ISTANBUL	Dışbank (FORTIS BANK)	■ Operation Specialist Assistant	Job Description: <ul style="list-style-type: none"> ■ Control and follow up the operational actions ■ Taking Credit actions, ■ Payment transactions ■ Providing the balance of cash flow
(13.07.2000- 13.08.2001)	ISTANBUL	Moda Waste Water Treatment Plant	■ INTERN	<ul style="list-style-type: none"> ■ Checking the plant's treatment project, following the construction process
(15.07.1999 - 15.08.2000)	TEKİRDAĞ	Directorship of City Environment,	■ INTERN	<ul style="list-style-type: none"> ■ Controlling and checking the factories' processes and their plant treatment systems, assembling the waste water and sludge samples to search for the standard values, receiving the associations' evaluations to decide giving sanction to the companies in order to make them prepare Environmental Effects Assess Report

15. Others (E.g. Publications, etc)

Final Research on a ISO14001 and evaluation of the environmental effects of YAĞMUR factory that is producing agricultural farming motors ,tractors and irrigation systems

Projects:

- Creation of system database of MCC & Foreign Accounts and providing it to be used in good order without any defect

SEMINARS & CONFERENCES THAT I HAVE PARTICIPATION

- International Travel & Health Insurance Conferance 2014 (Venice, Italy)
- International Travel & Health Insurance Conferance 2013 (Vien, Austria)
- International Travel & Health Insurance Conferance 2012 (Barcelona, Spain)
- International Travel & Health Insurance Conferance 2008 (Budapeste, Hungary)
- International Travel & Health Insurance Conferance 2007 (Venice, Italy)
- International Travel & Health Insurance Conferance 2006 (Prag, Czech)
- International Travel & Health Insurance Conferance 2005 (Sevilla, Spain)

CERTIFICATES & EDUCATIONS

- Bank Accounting,
- Basic Law ve Commercial law Hukuku,
- Temel Cari Hesaplar,
- Basic Credits, Individual Credits, Fund Management,
- Customer Relations Management
- Total Quality Management -ISO 9001-ISO 27001 Internal Auditor
- Trainer Training
- Leadership
- Solving problems Technics