

## Curriculum Vitae



### Proposed role in the project:

- |                          |                            |
|--------------------------|----------------------------|
| 1. <b>Family name:</b>   | DAS                        |
| 2. <b>First names:</b>   | Sultan                     |
| 3. <b>Date of birth:</b> | 10.02.1969                 |
| 4. <b>Nationality:</b>   | Turkish                    |
| 5. <b>Civil status:</b>  | Single                     |
| 6. <b>Education:</b>     | University (Not graduated) |



<i>Institution (Date: from - Date to)</i>	<i>Degree(s) or Diploma(s) obtained</i>
■ Hurriyet High School	■ 4,5

### 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	2	2

### 8. **Membership of professional bodies:**

■

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

- Microsoft Office Tools (Publisher, Excel, Word, PowerPoint, Outlook)

### 10. **Present position:**

- Technical Department Director

**11. Years within the profession:**

27 years

**12. Seminars & Conferences that I have participation**

- Medical & Travel Assistance – ARC Transistance Conference 2010 Turkey
- Medical & Travel Assistance – ARC Transistance Conference 2009 Belgium
- Medical & Travel Assistance – ARC Transistance Conference 2008 Den hag- The Netherlands
- Medical & Travel Assistance – ARC Transistance Conference 2006 Malta
- Medical & Travel Assistance – ARC Transistance Conference 2005 Madrid-Spain
- ITIC Travel Conference in Turkey

**13. Key qualifications: (Relevant to the pr)**

- Over 27 years of experience in the assistance industry
- Ability to lead the management of operational assistance services during a period of 20 years
- Able to manage and develop a diverse group of people
- Ability to manage operations within budgetary constraints
- Building and maintaining effective relationships with suppliers and customers

**14. Specific experience in the position:**

<b>Country</b>	<b>Date from - Date to</b>	<b>Description</b>
Turkey, İstanbul	2013	Call Center Training by Telephone Doctor
Turkey, İstanbul	2013	Train the Trainer by ARC Europe
Turkey, İstanbul	2012	Project Management
Turkey, İstanbul	2010	Quality Management Systems by Interior Auditor
Turkey, İstanbul	2005	Civil Aviation Resque
Turkey, İstanbul	2008	HR Management
Turkey, İstanbul	2005	CPR Courses
Turkey, İzmir	1999	Computer Programming at Ege University
Turkey, İzmir	1999	English Language Course, Esdil

### 15. Professional experience:

<i>Date from Date to</i>	<i>Location</i>	<i>Company</i>	<i>Position</i>	<i>Description</i>
2010	İstanbul	Marm Assistance	■ <b>Technical Department Director</b>	■ Managing and coordinating a team of 40 employees and operational issues, establishing and implementing departmental objectives, and procedures, reporting, monitoring overall operations performance
2008-2009	İstanbul	Marm Assistance	■ <b>Human Resources</b>	■ Temporary duty
2007-2008	İstanbul	Marm Assistance	■ <b>Quality Management</b>	■ Temporary duty
2002-2007	İstanbul	Marm Assistance	■ <b>Operation Dept. Manager</b>	■ Management of the operational services – Managing and coordinating a team of 10 dispatcher and monitoring their performance
1995- 2002	İzmir	Redstar Aviation	■ <b>Operation Dept. Manager</b>	■ Management of the operational services – Managing and coordinating a team of 10 dispatcher and monitoring their performance
1992-1995	İzmir	Redstar Aviation	■ <b>Operation Dept. Dispatcher</b>	■ Responsible for the organization of hotel reservations, ambulance arrangements, towing services, airplane ticket arrangements, rental car organisations, funeral services
1989-1992	İzmir	Marm Assistance	■ <b>Administrative Staff</b>	■ Organizing administrative issues, scheduling of meetings and events, coordinating agendas for meetings with visitors and clients, arranging guest and travel accommodations

### 15. Others (E.g. Publications)