

**Proposed role in the project:****Family name:** LEVENT**First names:** SİNAN**1. Date of birth:** 24/07/1964**2. Nationality:** TURKISH**3. Civil status:** MARRIED**4. Education:** MBA

<i>Institution (Date: from - Date to)</i>	<i>Degree(s) or Diploma(s) obtained</i>
Marmara University (1988-1990)	Contemporary Business Management
Yıldız University (1982-1987)	Faculty of Electrical Engineering

5. 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>
English	1	1	1

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

- Power point
- Excel
- Word
- User of company standard systems at previous working places
- CRM

7. Present position:Sales & Marketing Manager
May 2015-

marmassistance

Turkey

8. *Years within the profession:*

25

9. *Key qualifications:*

CRM

Business Management

Principals of Management

Efficient Team Work

Service Organization-Renault

Internal Supervision-Renault

Entrance to the Total Quality

Advertising & Public Relations

<i>Date from Date to</i>	<i>Location</i>	<i>Company</i>	<i>Position</i>	<i>Description</i>
2015-	Turkey	marmassistance	Sales & Marketing Manager	
2010-2015	Turkey	Tur Assist – Mapfre <u>Asistencia</u>	Sales Manager	Designing tailor made products Quotation process and preparing proposal Preparing the operational process Management of the contract process
2008-2010	Turkey	Mondial Assistance	Manager - Automotive Department	Automotive CRM and Complaint Management Extended Warranty Operations Management of the Replacement Car Operations Roadside Assistance Operations and Fleet Management Inspections of Bosch Car and Diesel Services Supplier Relations (Rent-a-Car Companies)
2007-2008	Turkey	InterPartner Assistance	Director of Automotive & Claims Management (2008) Department Manager of Automotive & Claims Management (2007-2008)	Roadside Assistance, Claims Notification and Front Desk for CRM Management of Mini Repairs & Claims Management Management of RAC (Rent a car) Team
2000-2006	Turkey	<u>Oto Acil Yardım Ltd. Şti.</u> (Renault Assistance- Turkey)	Manager	Structuring and operation of the Call Centre Personnel Management Structuring of the Roadside Assistance network (Renault Dealers) Supplier Relations
1994-2000	Turkey	<u>Renault Mais A.Ş.</u>	Deputy Manager (1996-2000) Chief Coordinator (1995-1996) After Sales Coordinator (1994-1995)	Renault Assistance Renault Minute Standard Service and Maintenance Packages Second Hand Car Guarantees Maintenance Contracts Plus Warranty (Extended Warranty) Free of Charge Check-Up Campaigns

