

PINAR ÇORUK

SUPPLY CHAIN & CUSTOMER SERVICES LEADER

DETAILS

ADDRESS

Atasehir
Istanbul, 34756
Turkey

PHONE

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EMAIL

p_selcuk@yahoo.com

DATE / PLACE OF BIRTH

07-10-1974
Istanbul

DRIVING LICENSE

A2 and B class

NATIONALITY

Turkish

SKILLS

Microsoft Office



Supply chain management



Warehouse Management



International Trade and
Customs Regulations



Cold Chain Management



3PL Management



Demand Supply Planning



Inventory & Obsolescence
Management



Cost Management



Contract Management



Customer Services
Management



PROFILE

21 years of accomplished supply chain career track in telecommunications, retail, healthcare and energy industries. A seasoned leader recognized for driving change and optimization of processes. Proven track record on boosting team motivation, service quality and customer satisfaction to reach aggressive business objectives. Adept at cultivating ties with different stakeholders. Trusted and skilled supply chain leader with a comprehensive understanding of business processes, cost control and operational improvements. Enthusiastic about continuous improvement, using tools as 5S, PSP (A3) and Kaizen. Move in own initiative, and a self starter. Fluent in Turkish, and English.

EMPLOYMENT HISTORY

KARADENIZ HOLDING

Istanbul

Mar 2020 — Present

Logistics Manager

Responsible for all international and local transportation and customs operations of Powership Plants and investments worldwide. Transit trade, import & export operations in Turkey, Africa and Asia.

KCI MEDICAL DEVICES

Istanbul

Jul 2018 — Jan 2019

Operations Director

Member of senior management team with signing authority. Lead a team of 6 directs and outsourced warehouse.

Responsibility areas include: Customer services, logistics, 3PL management, tender management, distributor management, technical services, regulatory and IT.

Achievements:

- Management and finalization of 3PL search and selection process
- Increased QC rate of medical devices from 27% to 40%, and increased device upgrade level to 79% from 0%
- On boarded - from screening to contracting - more than 10 new channel partners in 4 months

BECKMAN COULTER

Istanbul

Jan 2010 — Jun 2018

Sr. Supply Chain & Customer Services Manager

Jan 2014 - Jun 2018

Member of senior management team with signing authority. Lead a team of 23 - 10 directs. Budget planning and P&L management with OPEX and CAPEX responsibilities. Manage around 10K SKUs, 25% with temperature control and expiry dates. The role includes all processes of budgeting, planning, transportation, warehousing, order management, distribution and invoicing. Streamline of processes with lean practices. Conduct daily management to appraise day to day

Continuous Improvement



Budget Planning



Problem Solving Process



Kaizen



Daily Management



Quality Management



ISO 9001



ISO 13485



Leadership and
Management



Coaching



Business Process
Management



Channel Partner
Management



SAP



Oracle



LANGUAGES

English



LINKS

[Linkedin](#)

[PinarCoruk.com](#)

management of KPIs.

Achievements:

- Joined 3 Kaizen events: 2 in Istanbul and 1 in US: PPP Process Improvement, Purchasing Process Improvement, and US DC to International DC shipments – Consumables, respectively
- Reduction of the Scrap/Sales ratio for outdated materials: To 0,1% in 2015 from 0,5% in 2010
- Increased the OTD level to 98% from 68%
- Engagement Survey Results by Kenexa: Engagement index of 77% and the supervisor effectiveness index of 89%

Supply Chain Manager

Jan 2010 - Jan 2014

Leading a team of 10 - Responsible for supply chain operations including planning, procurement, order management, transportation, import, warehousing (in-house), and distribution. Opex & Capex responsibilities.

Achievements:

- Decreased inventory level by 20%
- Reduced the customs brokerage costs by 60% through process and service provider change
- Established a new HS classification for more than 9K SKUs, including spare parts. Revised and harmonized all local purchasing, logistics and distribution procedures in line with EM Countries

MOTOROLA

Istanbul

Nov 2007 — Nov 2009

Logistics Operations Manager

Responsible for supply chain management of Vodafone project, leading a team of 12 direct reports. Management and monitoring of all activities related to logistics in line with PMO roll out plan. Processing and monitoring of more than 100K orders annually.

Achievements:

- Accomplished over 200% in cost reduction with a new Customs Broker
- Initiated, established and implemented a new process for temporary import activities
- Achieved 95% on time deliveries optimizing the Supply Chain for prioritization and processing

AVEA

Istanbul

Jan 2001 — Apr 2007

Logistics & Purchasing Support Manager

Jan 2006- Apr 2007

Responsible for planning, strategic procurement of company core products, import, warehousing and distribution to retail shops, distributor & flagship. Leading a team of 5 and outsourced warehouse of 20 associates.

Achievements:

- 2 acquisitions, 1 merger, and 1 new company start up, Aria and Avea merger and acquisition of Oger Telecom; that required change management
- Lead the SAP Barcode integration project in 3PL
- Took part in a new project of establishing of a new Procurement Process.

Logistics Supervisor

Nov 2004 - Jan 2006

Logistics Specialist

Jan 2001 - Nov 2004

ERICSSON

Jan 1998 — Apr 2000

Istanbul

Logistics Specialist

EDUCATION

Master of Arts in Human Resources Management and Development , Marmara University

Istanbul

Sep 1996 — Present

Bachelor of Science Business Administration (Education in English Language) , Marmara University

Istanbul

Sep 1992 — Jun 1996

COURSES

Leadership Essentials, Danaher

2015

Managing People in Turkish Culture , Acar Baltaş

2013

Image Management in Professional Life, Özlem Çakır

2013

7 Habits of Highly Effective Managers, Eriksson Associates

2012 — 2013

Yellow Badge - Digital Six Sigma, Motorola

2009

Mindfulness Teacher, Mindfulness Academy

Jan 2019 — May 2019