

## Yiğit ERZİN

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**Birthplace & Date:** Adana – 23 September 1991  
**Nationality:** Turkey  
**Education:** Master's Degree  
**Professional Experience:** 8 Years



### EXPERT PROFILE

Highly driven and results-oriented individual with 8 years of general professional experience. A seasoned professional with successfully progressive experience in computer hardware and software. A Successful team member building confidence in customers and co-workers. An effective communicator, skilled in oral and written communication methods.

#### **Focus Areas**

- Marketing and Advertising
- Accounting
- Event Planning
- Procurement
- Management and Organization
- Sales and Contracts

#### **Highlights**

- Master's degree in Management and Organization
- Over 4 years of experience in Logistics and Procurement including public tenders issued by UN Agencies, NATO, and US Armed Forces.
- Over 4 years of experience in bidding for UN Tenders and subsequent management of Contracts awarded by UN Agencies.
- **Fluent in English both written and spoken.**
- Advanced knowledge in Microsoft Office 365, Windows-based applications, integrated web-based management systems and spreadsheets, databases.
- Excellent communication skills
- **Initiative -taking, self-motivated, and committed.**

### EDUCATION

- **Master's Degree, Management and Organization, Cukurova University, Adana Turkey, 2014-2015** [cu.edu.tr](http://cu.edu.tr)
- **Bachelor's Degree, Tourism Management, Cag University, Adana Turkey, 2010-2014** [cag.edu.tr](http://cag.edu.tr)
- High School, Ozel Bilfen Koleji, Adana Turkey, 2006-2010 [bilfencukurova.k12.tr](http://bilfencukurova.k12.tr)

### EMPLOYMENT HISTORY

**Adana Ekspres, Adana/Turkey, July 2017-Present**

**Sales and Contracts Associate**

My duties, responsibilities, and accomplishments are:

- Preparation of bid/proposal packages in response to **procurement opportunities of United Nations, United States Armed Forces and NATO in the fields of (i) Integrated Logistics, (ii) Expeditionary Construction, (iii) Life Support Services for Military Camps and Supply of Mission Critical and Project Specific goods for internationally funded projects.**
- **Conduct market research to explore cluster of suppliers in the field for collaboration opportunities and for accurate cost estimation to ensure submission of proper technical and financial bids/proposals.**
- Supporting project management unit in implementation of awarded contracts **through legal, administrative, and financial perspective.**
- **Monitoring performance over the course of a project** by ensuring that the delivery/services/works are accomplished in accordance with contract requirements, in terms of specifications/ToR/SoW and stipulated timeframe.
- Translation of contractual documents and correspondence from English to Turkish for presenting to Management.
- Maintain an audit file for each contract which will include the original contract, all correspondence, changes/deviations, amendments, clarifications, payment schedules.
- **Experience in the projects implemented in Syria Crisis Context** through management of multiple contracts signed with UNICEF, UNDP, and IOM.
- Assisting project management team for the preparation of budget, expenditures, procurement plans, supplier registry, and administrative services.
- **Implemented project management system** for providing timely preparation and submission of reports, maintaining registry of suppliers, proper monitoring of effective contracts. Track and update projects and draft weekly summaries and reports for presenting to Management.

**Inditex, Adana/Turkey, August 2015 – January 2017**

**Sales Associate**

Worked as a sales associate in a reputable retail store. My main responsibilities included the following:

- Keeping track of market and fashion trends.
- Communicating with customers on a professional level with interpersonal skills and great listening ability.
- Increasing sales as a sale driven, social, open, and ambitious collaborator full of drive and optimism.
- Actively developing new clients and consistently strengthening existing client relationships by approaching in a friendly and helpful manner.

- Consistently providing the highest level of professionalism in all behaviors including communication and teamwork.
- Be open to feedback and communicate with the team and managers strengthening
- Multitasking and managing the pressure of a busy day.
- Adhere to company policies and follow company operational procedures.

**Hilton, Adana/Turkey, October 2013 – April 2014**

**Front Desk/Guest Services Representative**

My duties included the following tasks:

- Greet guests in a professional manner per hotel standards.
- Engage each guest as a unique individual and listen attentively to their requests.
- Perform accurate check-ins and check-outs of guests.
- Make reservations over the phone, e-mail, and personal contact.
- Run daily reports to check reservations for accuracy and identify any special requests.
- Responsible for a cash float throughout the shift and ensuring it balances correctly at the end of the shift.
- Anticipate and address guests' service needs.
- Listen to guests' complaints or concerns and resolve their issue promptly.
- Promote a safe working environment.
- Learn and adhere to all fire and emergency procedures, including procedures for the handling of the fire panel ensuring guest safety, and participating in an evacuation if necessary.
- Comply with the hotel policies, procedures, and code of ethics.
- Keeping records for processes.
- Organizing daily events.

**The Republic of Turkey, Ministry of Culture and Tourism, June 2011 - August 2012**

**Short-Term Intern**

- Took an unpaid internship in Tourism and Hotel Management.

**CERTIFICATIONS, COURSES AND, TRAININGS**

- Customer Focused Selling 6-Gaining the Commitment/Closing the Sale
- Customer Focused Selling 5-Handling Obstacles/Objections and Negotiating
- Customer Focused Selling 4-Presenting a Customized Solutions
- Customer Focused Selling 3-Qualifying Business Opportunities and Determining Needs
- Customer Focused Selling 2-Identify Business Opportunities
- Customer Focus Selling 1 - Projecting a Professional Image
- Guest Complaint Handling Training
- General Admin - Reservation Training
- Basic System Functions-Basic Guest Functions

**LANGUAGE COMPETENCIES**

- Turkish – Native
- English – Fluent both written and spoken
- German – Beginner

**COMPUTER COMPETENCIES**

- Hardware Knowledge, Software Development, C# .NET Development, Automated Reporting, SQL Databases, Microsoft 365, and Office 365 – Advanced

**ADDITIONAL INFORMATION**

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| <ul style="list-style-type: none"> <li>• Hobbies - Listening to music, playing musical instruments, reading, sports, science and technology, photography, traveling, computer systems, software, and digital business development.</li> <li>• Ability to travel – Yes</li> </ul> | <ul style="list-style-type: none"> <li>• Driver's License – Yes</li> <li>• Marital Status – Single</li> <li>• Military – Completed</li> <li>• Health Problems – None</li> <li>• Smoking - No</li> </ul> |
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