

**Name & Surname**      **Mehmet Fuat Kocabiçak**  
**Adress**                      Feneryolu Street No:28/23 Feneryolu – Kadikoy  
   Istanbul  
**Mobile**                        +90 542 6478751  
**E - mail**                        [fuatko@gmail.com](mailto:fuatko@gmail.com)  
**Linkedin Adress**            [linkedin.com/in/fuat-k-a22ab911](https://www.linkedin.com/in/fuat-k-a22ab911)



## **SUMMARY OF SKILLS**

An accomplished, results-driven sales professional with over **22 years of sales experience**, operational and logistic professional with over **9 years of operations experience** focused on;

• Technology,                      • Telecommunication,                      • Health,                      • FMCG,  
• Finance,                          • Automotive,                                  • Logistic,                      • Contracting and Steely,  
companies. Expertise in;

- Account Management,
- Chief Sales Officer,
- Key Account & Supplier Management,
- Operations Management,
- Sales and Marketing Management,
- Software Engineering Management,
- Information Systems Management,
- Human Resources Management,

Proven ability to interface with engineers to ensure product solutions meet customer requirements. Demonstrates a unique combination of technical and leadership acumen. Exceptional communicator with a consultative sales style, strong negotiation skills, exceptional problem solving abilities and a keen client needs assessment aptitude. Aggressively identify opportunities, develop focus and provide tactical business solutions. Fluent in written and spoken English.

## **QUALIFICATION HIGHLIGHTS**

- Key Account Management
- Project Management
- Management Consulting
- Sales Management
- Operation Management
- Human Resources Management
- Information Systems Management
- Marketing Management
- Consultancy

## **CAREER ACCOMPLISHMENTS**

### **2018 Jan. –                                      VISIO CONSULTING & COACHING & TRAINING INC**

- Personally, I serve as a COO duty. I work as an external support with management and employees in all processes of institutions under this heading title, not as a direct company employee.
- In my position, I manage marketing processes using strategies to manage operational processes and optimize company business capabilities, and maximize customer satisfaction.
- Among my duties is to use the strategies to help compile the company's budget and protect its assets and stocks, as well as to compile financial reports and check financial policies and procedures.
- I am constantly working with senior management to identify and implement the business strategies of the Company.
- I also manage the Human Resources processes of the institutions that I offer consultancy services. In addition, by creating the human resources unit infrastructure in the internal structures of companies that do not have a Human Resources unit, I select personnel suitable for the position.
- Apart from the processes I carry out as a Human Resources consultancy, I also manage works such as recruitment and termination.
- I provide the management of the Education unit and the establishment of the Education unit to the institutions I work with, from the Human Resources services.

- In addition, I provide the supply of employees to different and new companies apart from the companies that I offer consultancy services.

**2020 Jan. – EXECUTAS HUMAN RESOURCES CONSULTING SERVICES**

- Apart from my management consultancy service, I serve as a human resource business partner representing the EXECUTAS organization for the Human Resources business partnership service from different institutions.
- I work both Management and Technical positions on the job placement costs determined by the Human Resources management of the companies, first interview with the candidates, fill out the required forms and present the suitable candidates.
- In the positions I have placed so far, there are Finance Manager, Accounting Manager, Warehouse Manager, Sales Manager, Business Development Manager, Assistant General Manager, Product Manager, IT Manager, Technical Support Specialist and Software specialist and Secretary position candidates.

**2009 Apr. – 2018 Jan. BILGEADAM CORPORATE COMPANY**

- My position; manages support functions essential to sales force productivity. I include these planning, reporting, quota setting and management, sales process optimization, sales job design, sales training, sales program implementation, sales compensation design and administration, and recruiting and selection of sales force talent.
- I responsible for the overall productivity and effectiveness of the assigned sales organization. Reporting to the Vice President Sales Operations, my position, also works closely with internal and external stakeholders to ensure the appropriate objectives and priorities are enabled within the sales organization supported.

**2008 Jan. – 2009 Feb. DESAT ELECTRICAL & MECHANICAL CONTRACTING GROUP**

**Operations Management;**

- Played key role on crisis-management team that performed on-site evaluation of client businesses, along with implementation of recommended business plan.
- Oversaw office and facilities management, as well as human-resources administration, including providing training of new hires and existing staff.

**HR Management;**

- Designed and implemented a region-wide recruitment, behavior-based interviewing and skill matching procedure designed to reduce new employee turnover, which resulted in a decrease in turnover of **20%** throughout the organization.
- Negotiated contract language and benefits adjustments at **8%** under the amount authorized.

**2000 Jan.– 2007 Dec. DATA MARKET GROUP – DATA BILISIM COMPUTER A.S.**

- Directed an enterprise software solution **from %0 to over %40 market share**, earning new customers through exceptional customer services and innovative software improvements.
  - Member of management team that directed a start-up information system company, building annual revenue from **\$100K to \$6M in six years and staff from 5 to 30 individuals** without outside investments.
  - **10+ years experience** in the Information Technology field with expertise in management.
  - Spearheaded the development and implementation of creative marketing and sales plans, resulting in achieving a **#1 position** in HP product group sales throughout the Turkey for two consecutive years.
- Directed the professional activities of sales, marketing and logistic departments. Provided operations oversight and **managed 30 direct and 80+ staff** in sales, customer service, logistic service, technic services HR part and advertising.

**1998 Oct.– 1999 Dec. IBM Turkey Ltd. Sti. & YON Information Sys. Ltd. Sti.**

- Planned, developed and launched a new sales department, which included the creation of marketing plans, cost analysis, marketing and sales territories, manuals and presentation materials.

- Targeted decision making executives and carefully developed a level of credibility and trust, thereby growing brand loyalty.
- Expanded assignment from **\$4million to \$9million within 11+ month** period with my team.

## **PROFESSIONAL EXPERIENCE**

**2018 Jan. – VISIO CONSULTING & COACHING & TRAINING INC.**  
**Istanbul (Turkey); <https://www.visiocct.com>**

### **Management Consultant & Managing Director & COO**

Personally, I serve as a COO duty. I work as an external support with management and employees in all processes of institutions under this heading title, not as a direct company employee.

- In my position, I manage marketing processes using strategies to manage operational processes and optimize company business capabilities and maximize customer satisfaction.
- Among my duties is to use the strategies to help compile the company's budget and protect its assets and stocks, as well as to compile financial reports and check financial policies and procedures.
- I am constantly working with senior management to identify and implement the business strategies of the Company.

If I need to briefly mention the work articles I apply to the institutions,

- Working with key managers in the organization to compile the resulting budget.
- Determining strategies to guide the company's future in a positive direction
- Encourage the company's working capabilities to exceed customer satisfaction and retention levels and company objectives.
- Re-compiling the sales management and sales team of the company and creating a premium system suitable for the organization and monitoring with the relevant team
- Organization of existing or non-existing Human Resources unit of the company and establishment of organization-specific order and forms for recruitment and coordination with the team
- Start tactical initiatives to control company costs and address theft and other losses.
- To prepare timely and accurate financial performance reports.
- Supervise marketing initiatives and implement better business practices.
- To give responsibility to ensure that the employees of the company are as talented employees.
- To make various attempts to coaching employees to optimize their abilities.
- Completely complete performance reviews.
- Evaluate and implement advanced processes and new technologies and collaborate with management on the implementation of these improvements.

**2020 Jan. – EXECUTAS HUMAN RESOURCES CONSULTING SERVICES**

**Istanbul (Turkey); <https://www.executas.com.tr>**

### **HR Business Partner**

- Apart from my management consultancy service, I serve as a human resource business partner representing the EXECUTAS organization for the Human Resources business partnership service from different institutions.
- I work both Management and Technical positions on the job placement costs determined by the Human Resources management of the companies, first interview with the candidates, fill out the required forms and present the suitable candidates.
- In the positions I have placed so far, there are Finance Manager, Accounting Manager, Warehouse Manager, Sales Manager, Business Development Manager, Assistant General Manager, Product Manager, IT Manager, Technical Support Specialist and Software specialist and Secretary position candidates.

2009 Apr. – 2019 Jan.

**BILGEADAM CORPORATE COMPANY**

Istanbul (Turkey); <http://www.bilgeadam.com>

### **Sales Director**

Managing of the İstanbul branch of Bilge Adam Corporate in Turkey,

- Participating in the negotiation and managing of training & consultant & coaching services contracts at BA facilities,
- Overall responsibility for on site management of Microsoft, IBM, HP, SAP, Adobe, Autodesk, Checkpoint Segment realization,
- Added to this is the supervision, motivating and monitoring of team performance including setting budgets/targets.
- Obviously I needed to maintain detailed knowledge of the company's products or services and keeping abreast of what competitors are doing.
- Coordinates sales forecasting, planning, and budgeting processes used within the sales organization.
- Proactively monitors and strives to maintain high levels of quality, accuracy, and process consistency in the sales organization's planning efforts. As needed, coordinates planning activities with other functions and stakeholders within the firm.
- Supports the equitable assignment of sales force quotas and ensures quotas are optimally allocated to all sales channels and resources.
- Works to ensure all sales organization objectives are assigned in a timely fashion.
- Proactively identifies opportunities for sales process improvement.
- Works closely with sales management to inspect sales process quality and prioritize opportunities for improvement. Assists sales management in understanding process bottlenecks and inconsistencies. Facilitates an organization of continuous process improvement.

2008 Jan. – 2009 Feb.

**DESAT ELECTRICAL & MECHANICAL CONTRACTING GROUP**

Istanbul (Turkey); <http://www.desat.com>

### **Operation & Human Resources and Information Technologies Senior Group Manager**

#### **Operation & HR Management;**

- The main responsibilities of the position which is carried out by the supervision of 10 personnel are:  
The position involves the coordination of HR Activities in DESAT Group which is a group company operating in the commitment industry with 600+ personnel in 9 sub-companies.(Russia, Ukrania, Uzbekistan, Kazakhstan, Libya, Egypt, Turkey (Istanbul Head Office, Denizli, Hadımköy factories) )
- Revolutionized customers' trade capturing processing for reducing intra-day trade risk; spearheaded realtime trade managing system on aggressive deadline schedule and collaborated with cross-functional teams, including system developers, marketing, QA, end-users, to determine system flow and implementation.

#### **Information System Management;**

- Defined and structured cohesive methodology foundation by streamlining company's systems development, project-management lifecycles, procedures, and methodology; hired external auditing staff to identify and eliminate gaps and additional internal staff to maintain day-to-day operations; prepared DESAT for TQS merger by substantially improving/updating internal documentation, resulting in:
  - Solid foundation for project methodology implemented for combined organization.
  - Streamlined internal operations and savings in manpower and spent.
  - Sound infrastructure for DESAT/TQS merger and a paradigm for company-wide implementation.

2000 Jan.- 2007 Dec.

**DATA MARKET GROUP – DATA BILISIM COMPUTER A.S.**  
Istanbul (Turkey); <http://www.datamarket.com.tr>

### **General Manager / Sales & Marketing Director**

**(Business Development & Key Account & Business Partner & Franchisee Management)**

- Reporting to the Partners, directly responsible for the success of 30 sales specialists in one of the nations foremost firms in bringing the latest technologies into all of industries marketplace, with annual sales projections of **\$6million**.

1998 Oct.- 1999 Dec.

**IBM Turkey Ltd. Sti. – YON Information Sys. Ltd. Sti.**  
Istanbul (Turkey); <http://www.yon.com.tr> ; [www.ibm.com.tr](http://www.ibm.com.tr)

### **Business Development & Sales Manager**

- The main responsibilities of the position which is carried out by the supervision of **12 personnel** are:  
We are responsible for the combined performance of the team and for ensuring that everyone within our team reaches our targets. Develop ideas and create offers for direct mail and marketing to major accounts by main market sector and YON's IBM with AS/400 hardware & software and SAP products.

1993 Sep. – 1998 Sep.

**UNILEVER GROUP – ALGIDA ICE CREAM COMPANY**  
Istanbul (Turkey); <http://www.unilever.com.tr>

### **Production Planning & Asst. PP Manager**

- The main responsibilities of the position which is carried out by the supervision of **4 personnel** are:  
**Organized, planned, commissioned and maintained** production lines. Improved existing operations, incorporating new methods and processes. Handled equipment purchase and installation. Investigated operational problems affecting production and dealt with them in a systematic, methodical manner. Prepared manufacturing documentation required for product manufacture.

1988 Jan.- 1992 July

**ENTER COMPUTER SYSTEMS A.Ş. (IBM Business Partner)**  
Istanbul (Turkey); <http://www.enter.com.tr>

### **Key Account Professional**

- Managed 15 accounts within diverse industries including personal computers, programmes, communications and subcontracting.

## **QUALIFICATIONS / EDUCATION**

<b>Executive MBA</b>	Istanbul University	Business Administration	1991 – 1992
<b>University</b>	Yildiz Technical University	BSC in Physics	1986 – 1991

Driving licence, B ; No restrictions to travel abroad or internally ; Having no health problems

References : Available upon request

## **PROJECTS**

### **TS ISO / IEC 15408 Common Criteria Standard**

We have completed the TS ISO / IEC 15408 Common Criteria Standard, which is the most important standard used to determine and certify the security levels of information technology products, at the level of EAL2.

### **TS EN ISO / IEC 27001: 2013 Implementation and coordination of Information Security Management Systems**

As the representative and coordinator of the project during the certification and adaptation work of the ISMS of the institution that I provide Management Consultancy, we have accomplished the project together with the expert and approved consultancy institution.

After this stage, it is one of the most important parts of our business that the system works correctly and we reach our targets.