



AHMET TURAN POLAT, BSE & MBA, ITIL

INFORMATION TECHNOLOGY (IT) SENIOR MANAGER AT KUMPORT
NEXT-GEN INFRASTRUCTURE | DATA ANALYSIS & ALGORITHMS
CREATOR OF TECHNOLOGY SOLUTIONS & BUSINESS INNOVATION
CYBER SECURITY MANAGEMENT | ARTIFICIAL INTELLIGENCE RESEARCHER

Istanbul, Turkey • +90 532 384 59 44 • ahmet.tp@gmail.com • 21st, July 1981 • Married, 2 Kids



PROFESSIONAL PROFILE

- Designs and establishes systems for the maintenance and management of different processes of a company (sales, finance, R&D, operations, etc.) in harmony with each other and in line with global standards. He guides senior management on technological trends and investments that best suit strategic corporate goals.
- Increases corporate efficiency, implements cost-reducing projects and ensures business continuity with the information technologies as part of his management. By analyzing processes that take unnecessary effort, he initiates the transformation.
- Adopts a solution-focused approach in the processes under his responsibility, and he quickly takes and implements the necessary actions for the continuity of the business with his effective leadership skills in unexpected crisis situations. (For instance, when the pandemic, which is an extraordinary period, broke out, all employees (400 people) completed the VPN setup with his team (consists of 6 people) within 2 days and enabled the company to transfer to the distance working system within 3 days.)
- Thanks to his familiarity with software origin, he analyzes, edits and / or intervenes processes quickly and accurately, attains the objectives in the decisions taken / to be made regarding the software and performs the necessary outsourcing management and orientation with maximum efficiency.
- With his strong communication skills and qualities in human relations, he recognizes capabilities and provides the creation of a team with the most accurate characteristics for the work/project. By sharing his knowledge and experiences, he mentors his team and inspires them as a role model.

CORE COMPETENCIES

Strategic Tech Partner • Business & Process Development • Leadership • Project Management • Resources Management (Team, Time, Budget) • Change Management • Cost Management • Revenue-Profit Growth • Efficiency and Optimization • Sustainability • Contract Management • Problem Solving • Time Management • Crisis Management • Team/People/Talent Management • Empathy & Relationship Management • High-Performance Team Building • Mentoring • Analytical Skills • Customer Satisfaction • Persuasion • Negotiation • MS Office Programs • Native Turkish • Fluent English

TECH SKILLS

Emerging Trends & Technologies • Software Development • Software Project Management • Predictive Analytics • Algorithms & Metrics • Enterprise Architecture (EA) • .Net Core, .Net and Microsoft SQL Server • MEAN (MongoDB, Express, NodeJS) • Microservices, Amazon WS, Azure Service Fabric • Team Foundation Server (VSTS), SVN, JIRA, Microsoft Project • MS Reporting Services (SSRS), Power BI, Data Mining • SharePoint 2010-2013-2016-Sharepoint365 • Bootstrap • ASP.NET Core, ASP.NET MVC, ASP.NET Web Forms, C#, Html, JavaScript, JQuery • Windows (Cloud) Azure App, SQL, Mobile Services, App Services • Entity Framework, LINQ, ADO.Net • MS Integration Services (SSIS) • REST/ASP.NET Web API and Web Services • Windows Forms Applications • SAP (MM, SD) – ABAP • Microsoft Office (98 – 2019 – O365)

CAREER NARRATIVE & LEADERSHIP MILESTONE

KUMPORT LİMAN İŞLETMELERİ A.Ş.

Kumport Port Services started its first container handling operations in 1995. In 2011, it sold a 35% stake of Kumport Port Services to OIA (Oman Investment Authority). In 2015, a consortium consisting of CMHI, Cosco, and CIC purchased the majority shares of Kumport Port Services. | 800 Employees

Information Technology (IT) Senior Manager, Istanbul

01.2023 – present

Reporting to CEO | Team: 24 People & 20 Consulting Firm | Budget: USD 5 Million (Current, 2023)

→ Strategically analyzing corporate requirements, ensuring seamless integration with cutting-edge technology solutions, and driving forward transformative digital initiatives | Leading digital transformation

- Operational Leadership and Management: Effectively oversee port operations, monitor team performance, and optimize operational processes to enhance efficiency.
- Strategic Planning and Development: Define long-term port objectives, develop operational strategies, and explore new opportunities to increase the port's growth potential.
- Customer Relationship Management: Maintain active communication with customers to ensure satisfaction, provide solutions, and continually improve service quality based on feedback and suggestions.
- Performance Analysis and Reporting: Monitor port operations, evaluate performance through data analysis, and regularly provide detailed reports to senior management and stakeholders.

Delivered Results & Highlights

- Intranet Portal | Kumportal
- Disaster Recovery

YKK METAL VE PLASTIK URUNLERI SAN. VE TIC. A.Ş. (YKK TURKEY)

YKK was founded in Tokyo in 1934 (YKK Turkey, 1991) | 108 companies in over 72 counties/regions | 46.000 Employees Globally (YKK Turkey 800+ Employees) | Products such as zippers, hook & loop fasteners, plastic buckles and notions, webbing, and snaps & buttons...etc

Information Technology (IT) Manager, Istanbul

04.2018 – 01.2023

Reporting to General Manager | Team: 13 People & 12 Consulting Firm | Budget: TL 25Million (Annual, 2020)

→ **Analyzing business needs and ensuring meeting appropriate technology | Leading digital transformation**

- Researching and implementing new technologies / Preparing and execution IT budget and investments
- Ensuring IT infrastructure continuity (Business Continuity) / Information security management (ISO 27001)

Delivered Results & Highlights

- **Data Center Project | Live 2021**
 - Amount of savings according to the planned project USD 12K (Monthly)
- **RPA Implementation with UiPath | 2018 - 2020 (The pioneer country of the transition within EMEA)**
 - Apx 40 processes such as SAP data integration, management reporting, invoicing and customer credit management have been automated with unattended robots. With this automation, 6 employee / day savings were achieved for an average working day.
- **E-Order Integration and B2B System (Project Idea Owner) | 2019 (First in EMEA & Sector)**
 - A platform has been created where customers can send their orders directly or manually via the B2B website by integrating their own systems. Preventing all mistakes made, manual order entry process has been automated by 50% within 2 years.
- **Cognos Analytics | (First in EMEA)**
 - The entire data within the company is centralized with the system, which is designed to be supplied from about 22 different data sources. 27 manually prepared reports have been converted to digital ones.
- **Office 365 migration completed within 2 weeks (for 500 Customers)**
- **48 applications on Lotus Notes were transferred to the web application within two years.**
- **Company policies regarding Cyber Security have been established. Training has been provided against cyber attacks.**

ISO/IEC 27001 Information Security Management System (ISMS)
The certificate has been renewed.

ISO 22301 Business Continuity Management System (BCMS)
Certificate Received

ISO/IEC 20000 IT Service Management & IT Governance
Certificate Received

SAMSUNG ELECTRONICS TURKEY

Established in 1969 in S.Korea | One of the world's leading technology companies, and one of the top 10 global brands

Management Information Systems (MIS) Manager / Business Innovation , Istanbul

01.2017 – 04.2018

Reporting to Director | Team: 3 People & 2 Consulting Firm

→ **Providing input to the strategic direction of technology investments to assist in the development of the enterprise architecture and maximizing the return on technology investments | Defining and designing technology solutions to assist the business in meeting their business objectives within the agreed enterprise architecture**

- Reviewing, interpreting, and responding to detailed business requirements specifications to ensure alignment between customer expectations and current or future ICT capabilities
- Developing, testing, and implementing technology solutions and reporting on delivery commitments to ensure solutions are implemented as expected and agreed timeframes

Delivered Results & Highlights

- **PO Proposal Dealer Forecasting System**
 - Automatic forecast of white appliances and television orders is provided in the dealer sales channel. With this calculation method, the sales and orders reached the ratio of 88% accuracy. Decreased inventory level down to 6 weeks of sales from 10+, and stock out ratio below 1 % for over 200 SKU's in brands stores.
- **Cello LMD – Diva Integration**
 - If the stock information cannot be obtained correctly, sales forecasting or online sales cannot be made through the dealer. The ratio of 95% accuracy of dealer stocks is provided in the system developed according to the workflow prepared for this purpose. This has increased the efficiency of the multi-channel project. The delivery and installment rates were increased to 99,8% and the average installment period was reduced to 1,3 days.

Omni-Channel Process Design (Project Idea Owner)
Designing of Online and Omni-Channel sales process of Samsung Electronics Turkey.
Multi-directional integration of online channels and brand stores.

ZORLU HOLDING

Established in 1953 in Turkey | Fields of activity textile, consumer electronics, white goods, information technologies, energy, real estate, mining & metallurgy, tourism, defense & finance | 60+ Companies, 26K Employees | Export to 150 countries

Information Technology (IT) Manager, Istanbul

01.2015 – 01.2017

Reporting to IT Director

→ Research and recommendation of future processes, technologies, applications, and information technologies systems in line with business requirements

- Evaluation and conducting requirement analyses of demands from business units
- Coordination and implementation of external resources
- ROI analyses of projects / IT operation management

Delivered Results & Highlights

- **Integration of DIVA Retail Management System & SAP & External Logistics Firm ERP**
 - Increased the efficiency of customer deliveries covering all regions of Turkey for Vestel products.
 - Delivery delays have been reduced by 69%
- **Enterprise & Chains Purchase Order Tracking System | Process Design & Outsource Management for Project**
 - Consolidation of all customer orders into a single purchase order management platform. The entire procedure between the dealer and the factory production order is automated, stocks are reduced by an average of 15%.
 - TL 300K savings for the annual system and consultancy cost
- **Vestel Integration Project | Integration of all Vestel SAP system and non-SAP systems**

BILGE ADAM TECHNOLOGIES

Established in 1997 in Turkey as an IT training company | A Turkish company with 100% domestic capital | Started developing its own software products in the area of cloud-based business solutions, including Human Resources, LMS, Payroll, CRM and Merchandising and established a presence in the Netherlands, Germany and the UK | 1300+ Employees, 500+ Engineers

Software Development Unit Manager, Istanbul

03.2014 – 01.2015

Reporting to Development Unit Director | Team: 8 People

→ Recommendation of processes, technologies, applications, systems for the business requirements of external parties, process analysis and design | Technical consultancy and corporate trainings, B2B/B2C ERP process consultancy

Delivered Results & Highlights

- **Acibadem University Sharepoint Migration (Technical design, consultancy and managing the process)**
- Migration from Sharepoint 2010 to Sharepoint 2013 of technical systems.
- **Mersin Liman İşletmeleri Sharepoint Migration & Training (Sharepoint System Administrator)**
- Migration of internal management system to Sharepoint 2013.

VEKTORA BİLİSİM TEKNOLOJİLERİ A.Ş.

Gold Partner Microsoft & SAP | 300 Project, 200 Consultant, 300 Customer | Services; Technology and business process consultancy, maintenance-support services, project management, user experience (UX) and interaction design (ID) consultancy

Project Manager, Istanbul

01.2011 – 03.2014

Reporting to Manager of Microsoft Technologies | Team: 13 People

→ Analyses of business requirements / Designing the demanded software, meeting customer targets and requests

- Execution of projects and scheduling the jobs of developer teams / Providing technical support to pre-sales teams

Delivered Results & Highlights

- **Legal Document Management System**
 - Turkey's first cluster based Sharepoint 2013 project on Azure | 75% time savings in daily operations
- **Zorlu Azure Transformation (Project Leader)**
 - Transformation of two B2B systems and four internal Microsoft based systems within Zorlu Holding Azure Enterprise account.
- **Linens B2B Project (Project Leader)**
 - A process management system has been developed for dealers in subjects such as creating online purchase orders, managing accounting records and product tracking.
- **Store Management System Project**
 - A store management system has been designed to monitor all store operations, including subcontractors. Manual processes have been digitized to have sustainable and manageable operations.

Senior Consultant / Team Leader, Istanbul**01.2007 – 01.2011****Reporting to Manager of Microsoft Technologies | Team: 4 People****→ Initiating projects with kick-off meetings / Transforming the analysis documents into software designs****Delivered Results & Highlights**

- **Vefa Project (Process Development & Execution)**
 - Pricing system for all Vestel products, calculation and approval workflows. Developed by using .net technology and xml infrastructure in MS SQL Server 2008.
- **Vobis Communication Platform Project**
 - Communication platform among all Vestel dealers, allowing trade between themselves in order to prevent stock-outs. Developed as a Windows application using .net technology and C# language in MS SQL Server 2008.
- **TAC Online Shopping System (www.tac.com.tr)**
 - E-Commerce site developed using .net technology and C# language in MS SQL Server 2008.
- **TaçKonsept B2B Project (B2B System for TAC Branded Concept Stores)**
 - Developed using .net technology and C# language in MS SQL Server 2005.
- **Vestel B2C Project (www.vestel.com.tr)**
 - Developed using .net technology and C# language in MS SQL Server 2005.
- **Zorlu Enerji Integration Project**
 - DLL project for integration between SAP and Zorlu Enerji electricity meter reading system.
 - Developed using .net technology and C# language.

EARLY ROLES

- **Developer**, BIZITEK Bilgisayar Yazılım ve İnternet Teknolojileri A.S., 2006-2007
- **Analyst Developer**, GISAD TEKNOLOJİ A.S., 2002-2005

EDUCATION**Master's Degree, Executive MBA, ISTANBUL BILGI UNIVERSITY, 2019****Bachelor's Degree, Mathematical Engineering, YILDIZ TECHNICAL UNIVERSITY, 2005**