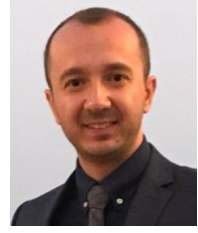


Ethem Çağrı İnan

**Materials Engineer, B.Sc.,
Business Administration M.Sc.**

Istanbul • Turkey • 34180

• E-mail ethemcagri@gmail.com



Profile



DOB, 16/07/1986, Istanbul
Nationality, Turkish
Address, Bahçelievler/Istanbul
Mobile, +90(532) 242 29 86
E-mail, ethemcagri@gmail.com
Military Service, Completed
Driving License, B Class

Apr 2007

Education



Master of Business Administration – Industry 4.0 Thesis
Istanbul Kültür University
GPA: 3.64/4

2017-2019



Bachelor of Science in Materials Engineering
National Technical University of Ukraine “Kiev Polytechnic Institute”
GPA: 3.53/5 (Equivalence Certificated)

2013-2015



Bachelor of Science in Material Science & Engineering
Gebze Technical University, Istanbul
Undergraduate Transfer to Ukraine

2005-Transfer



High School
Cağaloğlu Anadolu Lisesi, Istanbul
GPA: 3.50/5

2001-2005

Experiences



Technical Partner Manager (Germany, Austria & Switzerland)

HP Inc., Printing & Computing Solutions

Feb 2022 - Present

Managing Customer Support Center of Large Format Printers with advanced technical support and training activities for DACH Region

- Resolve complex technical issues (hardware and software) from incoming internal or external businesses, end users
- Assess technical knowledge of call center, build and deploy corrective action plans about technical issues and warranty management
- Identify process gaps in the organization and contribute to process change implementation

Experiences

**Parts & Services Area Manager (Caucasus & Moldova)****Ariston Thermo Group***Mar 2018 - Dec 2021*

Managing all after sales, spare parts sales&planning and training activities in Moldova, Georgia, Armenia, Azerbaijan, Iran and a part of Turkey.

- Training (Russian&English)sales/service teams about products and develop their knowledge about key points to effect end users focus
- Spare parts sales & planning
- Co-working with product management due to feedbacks from field
- Data analysing about technical issues and warranty management

**Quality Engineer (Project Based)***2017 - 2018***Coskun Automotive Co. , Istanbul**

Developing and implamenting ISO 16949 quality management standards of automotive spare parts production process.

- Planning maintanance of cnc machines for excellence of quality
- Training quality control technicians for use control devices

**Foreign Trade Executive (HVAC Projects)***2016 - 2017***Aktif Group of Companies, Istanbul**

Organizing international sales, and business development processes of hvac and building systems in Western Europe, Middle East and Middle Asia.

- Supplying components for water treatment and plumbing system components from Europe
- Exporting of plumbing materials to Europe, middle East and Russia

**Quality Certification Engineer (Project Based)***2011 - 2012***Implance, AGS Medikal Ltd. Şti., Istanbul**

Technical Documenting for CE certification of dental implants which one is producing in Turkey first time.

- Applying ISO 13485 quality management
- Dealing with accredited labs for CE conformity tests

2

Internships

**Metallurgical Laboratory – Heat Treatment of Steel***Aug 2008*

Alper Isıl İşlem San. ve Tic. A.Ş.

**Material Quality Laboratory – Quality Department***Aug 2007*

Mercedes Benz Türk A.Ş.


**Aircraft Maintenance Center – NDT Workshop***Jul 2007*


Turkish Airlines Technic Inc.

Certificates		ISO 9001:2015 Internal Auditor Certificate NAS Group Consulting, Istanbul	Nov 2017
		Marketing Training Camp 2012, Koc Marketing Club Koc University, Yearly Traditional Training/Istanbul	Apr 2012
		Leadership, Strategy, Innovation, Risk Bilkent University, Weekly Periodical Training/Year, Ankara	Apr 2008 - 2011
		Composite Materials In Use Aviation Moscow Aviation Institute, Moscow/Russia	Aug 2010
		Leadership Likya Human Resources Management Academy, Ankara	Apr 2008
		Zertifikat Zentrale Deutschprüfung zum Schulabschluss - B2 Goethe-Institut, Istanbul	Jan 2005

Computer  CRM, C++, MS Office, AutoCAD, Siemens NX

3

Membership  **Architects & Engineers Group (MMG)** Aug 2011-present
Turkish Red Crescent Club 25 Feb 2009-present
Perpa Boxing Club Feb 2012-present

Languages  **English, Fluent**
Russian, Fluent
German, Upper Intermediate (B2)

Interests  **Skiing, Boxing, Swimming, Reading and Traveling**

References  **Available on request**