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| S E R E F K A P L A N |
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| **Work Experiences & Objectives** | | |
| **Work Place** | **Job** | **Year** |
| Talya Hotel | Waiter | 1984 – 1985 |
| **Objective:** To provide necessary services with appropriate service techniques, to prepare and cook dessert and food with flambé if necessary, and to ensure the control and coordination of all events and staffs within the area where are responsible. | | |
| Turkish Air Forces | NCO/Approach Control Specialist | 1985 – 1993 |
| **Objective**: Before starting the flights, by attending to all the necessary informative meetings (briefings) with pilots, search and rescue teams, meteorology, flight operation center and wait for the flight as per ready. To guide the pilots during the flight, to distinguish them with other aircraft and manias, and to give instructions for safe flights and landings. While coordinating all these, to contact with flight tower getting all the necessary information as meteorological information (altimetric pressure, visibility etc.) and to coordinate the latest status of flights. | | |
| Guide Tour | Guide | 1993 – 1995 |
| **Objective**: By giving all historical places and useful information to the tourist, we aim them to satisfy during their trip. | | |
| Celebi Ground Handling Services | Operation/Coordination Center Officer | 1995 – 1996 |
| **Objective**:  **In Operation Department**: Before all planes landed, to check all the related messages and send all information of incoming passengers, luggage, and cargo to the ramp department; to make all preparations for departure (catering, fuel, cleaning, loading plan, seating plan) and prepare the aircraft for a safe and fast way for take-off; to coordinate all loading, catering, fuel, check-in counters and other ground crews, ensuring the departure of the aircraft at the scheduled departure time; to provide load and trim sheet to the pilot by calculating all checked in passengers, luggage, and cargo, and to inform the cabin attendant about the flight as number of passengers, number of catering uploaded to the galley.  **In Coordination Department**: To coordinate all operation officers, ramp officers, check-in officers and forward all the request from those people to the necessary department as catering, fuel etc. Before landing, to gather all movement messages from the airlines, file them and forward the allocated operation officers. After take-off, to send all movement messages to related bodies as airline HQ, dispatchers etc. | | |
| Kaçkar Aviation | Station Manager | 1996 – 1997 |
| **Objective**: As a supervisory company (11 airliners from Russia, Ukraine, Kazakhstan, Uzbekistan); to give all flight information to the ground handling company, airport authority and civil aviation general management for slots and other allocations like parking position. To make necessary payments and represent those airliners in Turkey in the mean of all legal arrangements. | | |
| DTS Marine | Interpreter | 1997 – 1998 |
| **Objective**: To make contacts with the foreign customers (in writing and orally). To translate all documents (letters, user manuals etc.) into Turkish and English if necessary. | | |
| Bayındır International Terminal | Information & Communication Supervisor | 1999 – 2000 |
| **Objective**: To coordinate between departments; to train all staff and to keep all the monitors, display units, conveyors, information desks, announcement systems working during the shift. In addition, to allocate counters, parking lot and/or bridges, conveyors together with the official authorities. To report all the events during the shift to the shift log. | | |
| SFKa International | Company Owner | 2000 – 2002 |
| **Objective**: To find new customers and/or suppliers. To join the trade fairs to meet new possible customers/partners. To increase the profitability of the company. | | |
| Ege-Med | Foreign Trade Manager | 2002 – 2004 |
| **Objective**: To find new customers and/or suppliers. To join the trade fairs to meet new possible customers/partners. To increase the profitability of the company. | | |
| St. Paul Cultural Center | Chief Security | 2005 – 2007 |
| **Objective**: To ensure the maximum security for the local Christian congregation (Turkish and Foreigners) during the gathering for praying. | | |
| Golden Hand Medical | Foreign Trade Manager | 2007 – 2009 |
| **Objective**: To find new customers and/or suppliers. To join the trade fairs to meet new possible customers/partners. To increase the profitability of the company. | | |
| Freelance | Interpreter | 2005 |
| **Objective**: To ensure the best results for the customers by working hard to reflect the actual meaning and expression of the translation job. | | |
| Teknikeller | Foreign Trade Manager | 2009 – 2010 |
| **Objective**: To find new customers and/or suppliers. To join the trade fairs to meet new possible customers/partners. To increase the profitability of the company. | | |
| Asgardia | Volunteer – NCM | 2017 |
| Objective: To raise awareness of the community in which we are employed (Turkey) and to make them informed by sharing frequently information for them to be informed. By checking the Facebook and forum pages, to intercept and warn unsuitable messages, and if necessary, direct them to the relevant units to ensure that the solution is reached. To answer the messages coming from Facebook on time and to provide solutions in case of need, consulting with top managers. | | |

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| Education | |
| High School | Çaglayan Lisesi – Antalya - 1981/1984 |
| Air Technical School Commandment | Air Defense Technical School - Izmir/Turkey – 1985/1986 |

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| Certificates |
| 700,308 SEATSlite Back Office – Computer |
| 700-108 SEATSlite Check-in & Boarding – Computer |
| 600-308 BAS Baggage Supervisor – Computer |
| FIDS (Flight Information Display System) – Computer |
| Total Quality Management System – Quality Management System |
| TS ISO 9000 Quality Assurance System – Quality Management System |
| TS ISO 19011 Quality and Environment Auditor – Quality Management System |
| TS ISO 9001:2000 Quality Management System |
| Risk Management – Quality Management System |
| SIEMENS – SIMKO Hicom 300E Operator Console Training – Central – Computer |
| Active Communication Technique – Human Relations and Management |
| Firstly Human – Human Relations and Management |
| OJT (On Job Training) – Management |

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| Computer Skill |
| **Applications**  Macromedia Dreamweaver  MS Office Applications  Word,  Excel,  PowerPoint  Adobe Photoshop,  Adobe Acrobat  MS Access  **Operating Systems**  XP, VISTA, WIN 7, WIN 8 & 8.1, WIN 10  Local Area Network (LAN)  Wireless Networking |

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| Activities |
| Web Design, Playing the Guitar, Reading, Science Fiction Movies and Series |