BURCU ARPAC

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# Education

## BACHELOR’S DEGREE | 2008 | CUKUROVA UNIVERSITY

Business Administration

## Hıgh school | 2002  | bılfen hıgh school

# Work Experience

## PASSENGER SERVICES RESPONSIBLE OFFICEr| TGS TURKISH GROUND SERVICES INC.| 01/2010 - CONT.

Ground handling services of Turkish Airlines and Star Alliance member airlines. Also service of some 3rd party airlines.

Registering claims for damaged and/or missing goods of passengers. Assess and finalize the claims for damages. Searching the missing goods and deliver them on time to the passengers.

Managing the team of Lost and Found Department.

Preparing performance measurement and success analysis reports.

Preparing expense and inventory tables.

Examining and analyzing customer complaints as the Station Project Manager of the company’s ISO10002 Customer Satisfaction Management System.

Providing internal training on the programs used and procedures applied. Supervising the implementation of trainings and providing mentorship.

## publıc relatıons | nova clınıc | 07/2009 – 12/2009

Searching for new customers.

Control of the financial affairs and inventory tracking.

Advertising campaings of the Clinic’s free health and beauty magazine.

## traınee | yapı kredı bank | 09/2007

Assist personnel and practice at retail banking.

# Certificates

* **English (B1-B2) –** Istanbul Management Institution
* **English Level Certificate – Advanced –** ICEP World
* **Emergency Response -** Star Alliance
* **Lounge Training** – Star Alliance
* **Sales –** Star Alliance
* **Special Assistance Team Training –** Star Alliance
* **Basic Airside Safety –** Turkish Airlines
* **Emergency and Disaster Risk Management –** TGS Aviation Academy
* **Effective Communication and Emphaty –** Turkish Airlines
* **Human Factor –** Turkish Airlines
* **Transport of Passengers with Disabilities –** Turkish Airlines
* **DGR Category 9 –** Turkish Airlines
* **Passenger Services –** Turkish Airlines
* **Passport, Visa and Travel Documents –** Turkish Airlines
* **Lost and Found –** TGS Aviation Academy
* **Security Awareness –** TGS Aviation Academy

# Seminar and Courses

* **Computer Management –** Alper Educational Institution
* **Career Development Workshop –** Cukurova University
* **Millenium Leadership –** Adana NLP Counseling Center
* **TOEFL Preparation Course –** Uzman School of English
* **Training of Trainers** - Turkish Airlines Aviation Academy

# Online Education

* **Customer Relations Management (CRM) –** Istanbul Management Institution
* **Security Awareness –** TGS Aviation Academy
* **Personal Data Protection Law Awareness –** TGS Aviation Academy

# Languages

* **Turkish –** Native
* **English - 85 - UMUC -** July 2019

# Referances

**PINAR OLGUNOGLU (Professional)**

Turkish Airlines – Belgrade Station Manager

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