

Mert ALTAN

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SUMMARY

- Total 15 years of FMCG experience.
- Regional team management experience.
- Multicategory management, able to focus on different subjects simultaneously.
- Both modern trade and traditional trade experience in sales with field operations expertise.
- Various positions in supply chain, with third party management and logistics expertise.
- Awards for accomplishments and contributions.
- Positive personality and good communication skills.
- Business Administration post graduate from Istanbul Technical University.

EXPERIENCE

Regional Logistics Lead - META, Cargill

Jan 2019 – Present

- Lead the regional logistics operations team by providing oversight to freight audit payments, shipment execution, claims and carrier customer service to build on and improve a culture of high performance and engagement.
- Create logistics strategy within all Business Units in the region
- Identify opportunities and manage saving projects for Cargill in Middle East, Turkey and Africa (META) region.
- Manage execution of all domestic, export and import transportation and warehousing activities within all Business Units in the region.
- Share Business Unit strategy, customer requirements, and market information as input into building regional and modal viewpoints and opportunities
- Ensure logistics services and processes are aligned and comply with the job family culture, policies and regulations
- Support regional strategies with respect to carrier management, including carrier selection, contract negotiations, relationship management, collaborate with stakeholders to facilitate and monitor utilization of strategic supplier contracts and actively participate in the carrier negotiation process
- Analyze spending and review performance scorecards and other metrics to ensure that assigned business units are meeting contractual agreements for volume and revenue.
- Develop deep knowledge of client's customer delivery requirements and plant operational requirements to aid in sourcing carrier management and resolve local carrier or operational issues that may affect the company's sourcing contracts.
- Provide strategic leadership, development and talent management activities for direct reports and their organizations, which may include forecasting resource needs, recruiting, hiring, performance management, training and budgeting. You will also collaborate with managers and supervisors in your organization to ensure staff selections align with current and future needs.
- Managing team of 14 people, 2 managers as direct reports.

Customer Service & Logistics Manager, pladis Yıldız Holding

Apr 2018 – Jan 2019

- Ensure the order-to-cash cycle and develop the Supply Chain relationships with our clients in order to better meet their expectations (service, deadlines, stock in trade, projects etc.) while contributing to the economical performance of the Business Units.
- Identify our customers needs or customers segments and define the related strategy.
- Define in accordance with the Business Unit and the Supply Chain Director and the Customer Care policy and priorities.
- Implement the organisation, processes and resources needed for the Customer Care policy.
- Set out and follow the performance objectives through the dashboards (customers service, cost to serve).
- Ensure the smooth execution of the order-to-cash cycle in full conformity with the Supply Chain Management Standards of the Group (cut off, tariff, sales terms and conditions)
- Ensure the execution of the credit policy defined with the Financial and Controlling Director
- Develop the collaboration with our clients (data exchanges, shared KPIs, flows optimization, cost follow-up, OSA, stock in trade, B to B portal etc.)
- Ensure the sharing and reliability of information related to the clients within the organisation (Demand

Planning, Physical distribution, Sales, Controlling)

- Recruit, develop and manage the team taking care of the know-how transfer and the development of expertise. Implement organisational changes.
- Managing 2 executives, 9 specialists as direct reports

Customer Service & Logistics Manager, pladis Yıldız Holding Mar 2017 – Apr 2018

- Coordination of operational departments to apply the best customer service and logistics strategy according to the profitability and growth targets
- Accountable for the correct stock allocation among the warehouses, managing sales orders and on time shipments, while realizing the targeted customer service level
- Prioritizing the orders and shipments according to the sales targets
- Maintaining the warehouse stock levels targeted according to the cash flow strategy
- Monitoring the close expiry dated products and directing the shipments accordingly in order to prevent waste returns.
- Visiting the customers and according to the feedbacks, taking the initiatives which will improve sales and shipments.
- Taking part in shaping the go to market model according to the company's strategies.
- Managing 3 executives, 7 specialists as direct reports.

Customer Service Manager, Horizon Yıldız Holding Apr 2014 – Mar.2017

- Accountable for 100 distributor operations and 45 categories including food and non food products.
- Responsible for Safety Health Environment Quality (SHEQ) audits and action plans of distributors.
- Implementing Warehouse Management System to distributor warehouses.
- Managing B2B and recommended Vendor Managed Inventory orders.
- Coordinating sales, category and supply chain teams in order to fulfill distributor needs.
- Monitoring OTIF, CFR KPI's and stock outs.
- Participating and leading projects in order to improve distributor operations, profitability and customer service level.

National Key Accounts Sales Field Manager, Mondelēz Int.(Former Kraft Foods) Mar 2012 – Jan 2014

- Accountable for the achievement of sales objectives for national key accounts in the East Marmara Region including Istanbul, Kocaeli, Bolu, Bursa, Balıkesir, Çanakkale.
- Responsible for 370 stores, 10 key accounts, 5 categories including gum, candy, chocolate, coffee and biscuits.
- Managed 8 sales representatives, 6 supervisors and 45 merchandisers.
- Coordinated central sales team, customer management, customer service and management resources so that team performance objectives and customers' expectations were met.
- Built and maintained strong customer relationships.
- Execution of central agreements within the related key account stores.
- Motivated and coached the sales field team.
- Reviewed daily sales and delivery reports to diagnose excellence and areas of improvement that affect individual and team performance
- Created a strategic report to establish an information bridge between the field and central sales team to enhance control over the agreements, prices, product displays, inserts and activities.

Sales Supervisor Traditional Channel, Kraft Foods (Former Cadbury Kent) Mar 2011 – Mar 2012

- Accountable for the achievement of sales objectives for Kraft Foods' distributor located in Istanbul European Side.
- Responsible for over 1.000 grocery stores and supermarkets, 4 categories including gum, candy, chocolate and coffee.
- Managed 10 representatives responsible for hot sales.
- Prepared and monitored daily reports to ensure that sales quotas and customer payment term objectives were achieved.
- Coordinated the relationship and communication between the sales team and distributor management.
- Created price and product promotion packages monthly, according to the commercial marketing promotion plans.
- Established strong relations with the retailers, better understanding their needs and creating custom made solutions.

Logistics Operations Manager, Cadbury Kent Feb 2009 – Mar 2011

- Managed warehouse and transportation operations of finished goods and related promotion materials
- Managed 1 transportation, 1 warehouse ve 1 partial distribution specialist as direct reports.
- Organized third party logistics operations. (Including firms as DHL, Omsan, Borusan, CEVA)
- Monitored the KPI reports and improved any operation in order to increase productivity.

Transportation Supervisor, Cadbury Kent Aug 2008 – Feb 2009

- Managed inbound and outbound transportation operations.
- Coordinated 5 different suppliers.
- Created and delivered the transportation budget.
- Prepared KPI reports
- Established a monitoring system for the transportation operations and adapted the system onto SAP

Warehouse Supervisor, Cadbury Kent Nov 2007 – Aug 2008

- Accountable for the raw and packaging materials warehouse operations.
- Responsible for 5 warehouses including 1 bonded warehouse.
- Managed and coordinated the 8 hour shifts with 1 specialist and 20 blue collar workers.
- Monitored the daily loading and unloading operations between the warehouse
- Provided the daily material requirements of the production department.
- Prepared KPI reports

Distributor Audit Responsible, Unilever Feb 2007 – Nov 2007

- Audited logistics operations and Safety, Health, Environment and Quality standards of the distributors.
- Organized the warehouse visits and scored the operations.
- Determined the implementing of a warehouse management system according to the audit results and coordinated the system transition.

Distributor Warehouse Executive, Unilever Nov 2005 – Feb 2007

- Managed the warehouse operations in combined warehouse of Unilever's three distributors for European part of Istanbul.
- Coordinated the distributors' and Unilever warehouse staff according to the daily orders and sales targets.
- Directed loading&unloading operations, order picking, dispatching, inventory counting and returns.
- Prepared periodical KPI reports
- Managed the costs according to the monthly budget

Transportation Operations Responsible, Unilever Feb 2004 – Nov 2005

- Organized the orders to be shipped on time and in full, for the chain-stores and the distributors.
- Prepared performance reports about the transportation firms.
- Analyzed the costs periodically.

EDUCATION

Istanbul Technical University, Business Administration 2000 – 2002
Yıldız Technical University, Industrial Engineering 1996 – 2000

AWARDS

Yıldız Holding, Stars of the Year, Cost Leadership Project, Finalist 2017
Kraft Foods “Better Than Yesterday&Better Than Competitor” Project Monthly Award, 2012
Kraft Foods Manager's Award, (For recognition of Kraft & Cadbury integration process management) 2011
Unilever - Europe&Middle East Region Best Practice Award, (For the distributor warehouse operation) 2006

SKILLS

Foreign Languages – English (Fluent)
Computer Skills – SAP, Word, Excel, Powerpoint