**ERKAN KOCAS**

EDUCATION

**Michigan State University,** College of Education, East Lansing, MI

PhD. Candidate, Higher, Adult, and Lifelong Education (HALE)

**2018** (Expected)

**Michigan State University**, Eli Broad College of Business, East Lansing, MI

Master of Business Administration, Supply Chain Management (GPA: 3.67) **May 2012**

**Istanbul University**, Istanbul, Turkey

Institute of Business Administration

Certificate Program **May 1992**

**Istanbul Technical University**, Istanbul, Turkey

Bachelor of Science, Metallurgical Engineering **May 1991**

PROFESSIONAL EXPERIENCE

**MSU, International Business Center (IBC)**, East Lansing, Michigan

**Research Assistant & Michigan Export Growth Program (MEGP) Lead April 2013 to May 2016**

* Currently leading the Michigan Export Growth Program, and managing an eight-member research team.
* Created nine industry-specific Market Potential Indices for several Michigan-based industries as an MEDC (Michigan Economic Development Corporation) project.
* Carried out research projects for the content of the IBC website, globalEDGE and re-designed several sections of the site.
* Worked as the floor manager and support staff in different shifts at the 2013 Annual AIB Conference, Istanbul, Turkey.

**Citrix Systems**, Fort Lauderdale, Florida

**Product Launch Manager Sep 2012 to March 2013**

* Acted as the liaison between the business and operation teams to ensure successful product launches.
* Operationalized new products by designing flawless ordering, fulfillment, billing, delivery and reporting processes.

**Prima Civitas Foundation**, East Lansing, Michigan

**Summer Associate May 2012 to Aug 2012**

* Helped organize the first Turkey-Michigan Forum in Istanbul, Turkey.
* Helped develop the Turkish Resource Center of North America (TRCNA).
* Carried out research projects and prepared research papers for various trade missions.

**Cisco Systems Inc.**, San Jose, California

**Supply Chain Management Intern** **May 2011 to Aug 2011**

* Created a global online catalog for all Cisco power supplies which will be used to reduce the number of customization globally and help Cisco save approximately $11 million/year.
* Managed the internal ISO Audit preparation project of the Cisco Power Team; created an internal website and updated all supplies-based documents of the team; resulting in a flawless ISO audit.

**Thomson Reuters Markets**, Istanbul, Turkey

**Business Process Specialist**, Central and Eastern Europe **June 2008 to Aug 2010**

* Implemented new cross-sales processes for multi-site operations during Thomson-Reuters merger. Reduced the adaption time to a minimum and maintained customer satisfaction at the maximum.
* Integrated Siebel (CRM-Customer Relationship Management tool) with legacy order management systems, which reduced the order delivery time from three days to one day.
* Standardized forecasting process and replaced Excel with Salesforce.com as the only forecasting tool, with a 100% conversion rate and revenue accuracy.
* Supervised development of cross-functional teams to identify and implement methods to enhance the performance of order management processes. Reduced the time interval between order submission and billing start date from approximately twenty days to ten days.

**CRM Regional Coordinator**, Central and Eastern Europe **April 2008 to May 2008**

* Coordinated the launch of ‘Salesforce.com’ as the new sales tool, organized training and monitored post-adaption for more than 150 users from 29 different countries.
* Managed a communication project for the promotion of Salesforce.com covering all Europe and Middle East Africa region, and reached more than 2,000 users with 100% positive feedback.
* Recommended changes in the CRM user interface, order creation steps and product alignment, which were all implemented and increased order processing performance by about 5%, to 95%.

**CRM Local Coordinator**, Israel and Turkey **Jan 2008 to March 2008**

* Acted as the ‘Local Head of CRM’ for the region; enforced consistent usage of the application by around 50 users and reduced the number of old processes used to zero.
* Implemented value-added order creation methods to increase the efficiency of order processing and decreased the percentage of faulty orders from 40% to 10% in three months.

**Tamamozaman.com Internet Drop-Off**, Istanbul, Turkey

**Managing Partner, Founder Aug 2005 to Dec 2007**

* Started up the first and only ‘Internet Drop-Off’ (consignee) business in Turkey and managed the whole operation for 2.5 years reaching 2,000 loyal customers.
* Conducted a detailed market research and implemented a business plan accordingly which provided a sustained growth of 200% in the first six months.
* Designed, implemented and maintained workflows for one store and two warehouses with 99% efficiency rate, hired and managed a team of five.

**Reuters**, Istanbul, Turkey

**Account Manager March 1996 to July 2005**

* Achieved retaining 90% of the portfolio revenue during the economic crisis between 2000 and 2003 whereas the company lost 25% of its revenue.
* Supervised the successful launch of two global products locally by testing hardware, software and data coverage. Organized staff and client trainings with 100% participation.
* Brainstormed and contributed ideas about product positioning and sales strategies of a specific media product during 2002 FIFA Football World Cup, which were applied and created a customer awareness of almost 99%.

**Xerox**, Istanbul, Turkey

**Market Sector Leader Jan 1995 to Feb 1996**

* Ranked as “top sales performer” twice in different quarters.
* Supervised sales of color copiers and increased market share from 20% to 26%.
* Hired, mentored and managed a team of four, which delivered 120% team target attainment.