

# HAKAN TABANLI

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(İş Bankası İbrahimağa Konutları)  
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**Date of Birth:** 29.07.1978

**Marital Status:** Married

**Nationality:** Canadian/Turkish

## HIGHLIGHTS OF QUALIFICATIONS:

- Effective independently or as a member of team
- Excellent organization, communication, and writing skills
- Highly skilled at public speaking and media presentations through years of solid experience
- Multi-tasker with superb interpersonal and problem solving skills
- A quick learner with ability to adapt to new challenges
- Effective in working with people from diverse groups

## EDUCATION:

1999 – 2006      **Acadia University, Canada**  
Bachelor of Business Administration Degree  
**Focus:** Change Management

1998 – 1999      **DeMontfort University, UK**  
International Foundation Certificate Program  
**Focus:** Business & Computing

## CERTIFICATIONS:

2009      **Focus on Excellence - Sales Training, Lebanon**  
2008      **High-end Business Products Sales Techniques Training, Ricoh, Canada**  
2008      **Ricoh Academy International Sales Training, Ricoh, Canada**  
2003      **TESL Certificate (Teaching English as a Second Language), Canada**

## EXPERIENCE:

February 2016 – July 2017

**IK Sahne Executive Recruitment and Consulting Agency – Sales Coordinator**    Istanbul, TURKEY

- Manage, create and implement strategies for sales activities.
- Meeting with department managers to develop specific recruiting plans.
- Developing and maintaining relationships with college and university placement offices.
- Responsible for the development of the recruitment process.
- Provide sales, sales strategy, cold-calling, account management trainings to staff
- Develop and maintain relationship with trainers.
- Develop business partners across the country and abroad.

July 2011 – September 2014

**GALATASARAY SPORTİF A.Ş. – Sales Manager**

Istanbul, TURKEY

- Reached %100 occupancy rate on premium boxes and %87 on VIP seat season tickets.
- Generated record-breaking revenues 3 years in a row in the world from premium boxes and VIP seats.
- Led the key role on creating and implementing new projects to increase the stadium revenues such as
  - Match day hospitality sales
  - Hospitality season ticket sales
  - Match-day corporate sales
  - Stadium parking sales project started in 2011 (generated over 1M TL every football season)
  - Designed and launched new campaigns and incentives such as corporate reward (employee incentives for corporations) programs.
- Provided superior customer service including increased level of services in the premium boxes and lounge areas
- Provided assistance for European away games.
- Liaised with European football clubs to improve relationships.
- Led the key role on launching and managing Galatasaray FC call center (444 1905)
- Launched GS Stores at the VIP lounges.
- Launched improved Customer Relationship Management software for the sales department to improve sales, after sales, and increase the overall customer satisfaction level.
- Plan, organize, direct and control sales staff to meet objectives.
- Monitor each salesperson's performance and compare it with that month's objective.
- Offer sales staff coaching, counseling, advice, support, motivation or information in order to help them meet their sales objectives.

February 10 – July 11

**RICOH- Major & Global Accounts Sales Manager**

Istanbul, Turkey

- Supply product information to selected customers in an assigned territory and/or arrange for business analyses of customer's business communication requirements and develop benchmark demonstrations, proposals and value propositions that exceed customers' requirements resulting in the development of new customers and retention of existing accounts by applying a consultative approach to major accounts.
- Proactively develop new customer contacts, review leads, participate in customers' business communication planning and deliver Ricoh solution proposals.
- Act as a project manager for major and key accounts such as Renault-Nissan, Bosch & Siemens Hausgerate, Bank of New York, Shell, etc.
- Provide sales strategies and product support for dealers.
- Work closely with the sales team to develop sales tools and training
- Managed the entire product line life cycle from strategic planning to tactical activities
- Define the product strategy and roadmap

September 09 – February 10

**NESPRESSO - HORECA Sales Manager**

Istanbul, Turkey

- Developed a sales plan in cooperation with the general manager and in line with the company strategy.
- Acquired new customers and developed existing high end hotels, restaurants and coffee shop customers.
- Lead and train the sales team.

May 08 – July 09

**RICOH - District Sales Manager**

Victoria, Canada

- Ricoh Office Solutions Vancouver Island District Sales Manager
- Responsible for providing independent and objective advice how to use and implement Ricoh solutions to organizations, in order to be more cost effective, how to increase efficiency and productivity.

Sep 06 – May 08

**VINTERRA MERCHANTS-Territory Sales Manager**

Victoria, Canada

- Responsible for sales, marketing and creating strategies for Vancouver Island, Sunshine Coast & Gulf Islands
- Managed over 100 accounts & 50 products

**EXPERIENCE-(Part time)**

May 05 – August 05

**Research Assistant**

Faculty of Professional Studies

Acadia University

- Conducted research about how small businesses use technology when doing importing and exporting
- My Research was presented in Finland by Dr. Conor Vibert on Sep 25, 2005 at eBRF Conference.

**COMPUTER SKILLS:**

**Advanced:** All Microsoft Windows OS, Microsoft Word, Outlook, Excel, and Power Point

**Intermediate:** CRM, Simply Accounting, Microsoft Publisher

**Beginner:** Access, Linux

**LANGUAGES:**

Fluent in English and Turkish

**VOLUNTEER:**

2004	<b>Turkish Education Association (TEGV)</b>	Istanbul, Turkey
	Taught English and Turkish Literature to children from low income families	
2003	<b>Intercultural Association</b>	Victoria, Canada
	Taught English to new immigrants & refugees between ages 11 to 17	
2003	<b>Acadia University, International Centre</b>	Nova Scotia- Canada
	Conversation class teacher for ESL support program	
2003	<b>Acadia University, International Concerns Committee</b>	Nova Scotia, Canada
	Representative of Middle Eastern countries	

**INTERESTS:**

- Racquetball, squash, swimming, hiking, mountain biking, golfing