

Begüm Dilman

INDUSTRIAL ENGINEER



Address Istanbul, 34, 34040

Phone +90 536 386 6329

E-mail begumdilmand@gmail.com

Industrial Engineering graduate with a passion for optimizing business processes and enhancing customer experiences. As a Management Engineer in the textile industry, I leverage data analysis and problem-solving to improve operations, increase efficiency, and maintain quality standards. My skills make me well-suited for roles focused on process optimization and impactful solutions.

Websites, Portfolios, Profiles

- [linkedin.com/in/begüm-dilman](https://www.linkedin.com/in/begüm-dilman)

Skills

AUTOCAD	<div style="width: 85%;"></div>
MS OFFICE	<div style="width: 100%;"></div>
MS DYNAMICS	<div style="width: 100%;"></div>
ERP	<div style="width: 100%;"></div>
SPSS/JAMOVI	<div style="width: 100%;"></div>
SQL / POWER BI	<div style="width: 75%;"></div>
Organizational development	<div style="width: 100%;"></div>
Operations management	<div style="width: 100%;"></div>
Business process improvement	<div style="width: 100%;"></div>
Multitasking	<div style="width: 100%;"></div>
Analytical thinking	<div style="width: 100%;"></div>

Work history

2024-11 - Current

Management Engineer

Şahinler Holding - Modavizyon Textile, Tekirdağ

- Optimizing processes through Production Planning, Data Analysis and Productivity Management, enhancing efficiency and ensuring timely, cost-effective manufacturing.

- I work on profitability and efficiency analysis, cost accounting, and continuous improvement.
- Currently designing an Excel-based VBA solution to automatically plan and optimize production schedules.
- Reduced production costs by 15% by changing the line layout.
- Created and implemented project plans for new or improved industrial processes.
- Optimized operations by implementing process improvements and streamlining workflows.

2023-05 - 2023-09

Order Management Responsible

Megasan Electronics, Istanbul

- I started as an intern and was promoted to a responsible position within one month due to my achievements at work.
- Processing orders for the product group I am responsible for into ERP system and tracking monthly and weekly stock. Managing customer relations and communication reducing stock costs, procuring missing products, and overseeing the invoicing processes.
- Excellent communication skills, both verbal and written.
- By creating a template, I made the order processing into the system 25% faster.
- Proven ability to learn quickly and adapt to new situations.
- Skilled at working independently and collaboratively in a team environment.
- Managed time efficiently in order to complete all tasks within deadlines.

2022-06 - 2023-06

Financial Affairs Assistant

Fenerbahce University, Istanbul

- Handled declarations, taxation, invoicing, reconciliation, and student relations, collaborating with the finance team to improve financial reporting and ensure accurate records.
- Answered incoming phone calls at least 200 customer to process requests, transfer calls, or relay messages to appropriate personnel.
- Contributed to a positive work environment with strong interpersonal skills and proactive teamwork attitude.
- Greeted guests in with friendliness and professionalism.
- Assisted manager in all aspects of business operations.

LANGUAGES

ENGLISH - Full Professional Proficiency

TURKISH - Native or Bilingual Proficiency

Education

2020-09 - 2024-09

Bachelor of Science: Industrial Engineering

Fenerbahce University - Istanbul, Turkey

%100 Scholarship

- Board member of Business Club, 2022 to 2023
- Board member of R&D innovation Club, 2022 to 2023.

2020-09 - 2023-06

Associate Degree: Computer Programming

Atatürk University - Erzurum, 25

Interests

Data Analysis and Problem Solving, Supply Chain and Order Management, E-commerce and Digital Marketing, Digital Transformation, Business analysis and process improvement

Personal Projects

The Impact of Customer Satisfaction on Repurchase Intention in E-Commerce Among University Students (01/2024 - 06/2024).

Collected data from over 400+ people and analyzed by using SPSS. The aim is to benefit the e-commerce sector with the data obtained.

Industrial Planning Module on the System of SDM

I developed a module project that includes operations and standard times, calculates the time required for the production of a product, and calculates the number of people assigned to operations according to the number of people on the production line, and we implemented it together with our software team.