

Ömer Emre ÖZDEMİR



Contact

Address:

19. Mayıs Mah. İnönü Cad. No:
48/4 Kadıköy / Istanbul

Phone:

+90 (549) 763 35 11

Email:

omereozdemir@gmail.com

LinkedIn:

[linkedin.com/in/omer-ozdemir-21046140](https://www.linkedin.com/in/omer-ozdemir-21046140)

Personal Web Site:

<https://www.ityonetimi.com/>

Date of Birth :

23.11.1979

Marital Status:

Married

Military Status:

Completed (17.05.2010)

Driver's license:

B

Summary

21+ years of IT Management experience in international RX/OTC and FMCG companies. Hands on experience with

- Project Management
- IT Integrations
- Merge & Acquisitions
- SAP ,CRM / CLM and DW/ BI Implementations
- B2B and 3PL Integrations
- ERP migrations

Skill Highlights

- Strong decision maker
- Project management
- Complex problem solver
- Creative design
- Innovative
- Service-focused

Experience

IT Manager / GLAPS Commercial / LT Member Perrigo Turkey

1/2015 - ∞

- Acts as a liaison between multi-functional teams and IT functions, understands their strategic objectives and technical needs, challenges, and priorities of those business stakeholders and works towards delivering IT solutions that meet their requirements.
- Assures the realization of all IT operations within the legal, regulatory and corporate internal norms, co-operate to evolve corporate standards.
- Leads high-stakes projects that significantly impact organization such as Trade Spent and Trade Promotion management solution for UK & Netherlands and ERP Migration for HRA France.
- Leads also country specific solutions such as Sales Force AI Chatbot application that lowers sales support case volume by 30% by helping customers find critical answers quickly on their own while extending support frame to 7/24.

IT Manager Omega Pharma Turkey

1/2013 - 01/2015

- Completed SAP migration in six months including localization, full e-solutions package (e-ledger, e-invoice, e-delivery note) , EDI and 3PL integrations.
- Increased SAP automatic sales order creation to %98 by EDI and B2B integrations.
- Implemented CRM and Order Management application for Pharmacy Channel
Implemented Stock and Order Management application for Distributor&Wholesaler Channel
- Implemented DTS (2D barcode) solution for Rx product.
- Implemented UTS (2D barcode) solution for Medical Products.
- Implemented SharePoint employee portal and over twenty workflows (Purchasing, Leave, Expense, Adverse Event, etc...)
- Built company Data Warehouse and built Management reports

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Head of IS Service Delivery and Development Boehringer Ingelheim

8/2005 - 11/2013

- Managed SD&D team consists of total eight internal and external subordinates and four teams, Developers and Business Analysts, CRM & Business Intelligence Infrastructure and Service Desk.
- Worked closely with business and business partners and performed Demand Management, Project Management and Resource Planning within IS Service Development and Delivery while ensuring requests, incidents, changes and projects were handled within SLAs and scopes by managed teams .
- Ensured companywide compliance with laws, regulations and SOPs as local Information Protection Officer and Compliance team member.
- Performed IT&S System Operations partnering for Netherlands, Belgium and Luxembourg.
- As local Information Protection Officer, performed Information Protection program to increase company awareness level and corporate SOPs within company, did risk assessments for IS projects.
- Managed Service Desk team to ensure end user support services are performed within given SLAs.
- Increased customer satisfaction level to %99,5 from %62 in 6 months.

IT Manager

8/2002 - 4/2005

Conrad by Hilton

- As management team member, responsible for development and implementation of IT strategy and services based on business needs .
- Responsible for preparing and managing IT Budget.
- Planned and executed IT services required by customers for important events such as NATO Summit, WEF and others

Education

- Master's Degree Dogus University Management Faculty, MBA (English) 2007-2009
- Bachelor's Degree Anadolu University Labour Economics 2001-2006
- Associate Degree Osmangazi University Computer Programming 1998-2001

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Certifications & Training Information

Softskill Trainings:

Communicating Across Cultures	NLP USA	2017
Multi Culture Environments	BI Gmbh	2012
Situational Leadership	Blanchard International	2012
Presentation Skills	NLP	2006
Problem Solving	NLP	2006
Decision Making	NLP	2006

Technical Trainings:

Financial Accounting and ERP	Bilge Adam	2016
Microsoft Azure Fundamentals	Mayasoft	2015
Microsoft SharePoint Administration	PBS	2015
Google Adwords & Analytics & SEO	PBS	2014
PMI (Project Management Professional)	İstanbul Proje Danışmanlık	2012
IOS Objective-C X Code Mobile Development	Başarısoft	2012
Product Management Training	Bellatrix	2011
CISSP (Certified Information Systems Security Professional)	ISC	2009
COBIT ISACA v4	Process Park	2009
Finance For Non Finance People	NLP	2008
Development with Java	Bilginç	2007
Cognos Administration and Development	Meteksan	2007
CCNA (Cisco Certified Networking Associate)	Netron	2006
OCADBA (Oracle Certified Associate For DB Administrator)	Oracle	2006
ITIL	Siemens Business Solutions	2005
CCNP (Cisco Certificated Network Professional)	Netron	2002
MCSE (Microsoft Certificated Systems Engineer)	Netron	2001

Meetings and Seminars:

ERP Technology Day (Speaker)	Logo	2017
Microsoft Health Summit (Speaker)	Microsoft	2015
Gartner Symposium/IT-Xpo London	Gartner	2010

Hobbies

Scuba Diving, Fitness, Retro Games, Cooking

References

Asim Cifter - Abbott , Divisional Vice President Middle East - Turkey
Ozlem Kaynak - GSK , General Manager - Romania/Hungary/Czech Republic/Slovakia
Serkan Sepetçi – Santa Farma, Vice President
Ozge Yavuz Ozturk –Perrigo, Ex General Manager - Turkey
Tuna Taş – Astra Zeneca, Digital&Innovation Lead International Region R&I

** Contact informations are available upon request.*