

Ahmet Okal

University of Arizona
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EDUCATION

- Present **PhD Second Language Acquisition and Teaching**
University of Arizona, Tucson AZ
- Present **Doctor of Modern languages in Italian and German**
Middlebury College, Middlebury VT
- Summer/2004 **Master of Arts in Italian Studies**
Middlebury College, Middlebury VT
- 1/04-12/04 **Master of Arts in Applied Linguistics**
Texas Tech University, Lubbock TX
- 8/02-12/03 **Master of Arts in German Studies**
Texas Tech University, Lubbock TX
- 9/82-7/87 **Bachelor of Science in Political Geography**
Ankara University, Turkey
- 9/77-7/81 **Mechanical Technical High School**
Ankara, Turkey

SCHOLARSHIPS, SEMINARS, AND TRAINING

- 6/02-8/02 **American Literature and Composition**
Midwestern State University, Wichita Falls, Texas
- 10/01 **GSM Technology Training**
Ericsson, Istanbul
- 6/04 **Italian Language Course**
Lorenzo de Medici, Florence, Italy
- 7/01-9/01 **Italian Language Courses**
Dante Alighieri Scholarship, Camerino, Italy
- 10/95-6/01 **Italian Language Courses**
Italian Culture Center, Istanbul
- 96-98 **Conferences**
The Economist; Euromoney; TMI, Istanbul
- 3/98 **Quality Lead Assessor**
AOQC, Moody International, London
- 6/95-8/95 **Total Quality Management**
Industrial Engineering IE 495 Academic Lecture
Engineering Faculty, Boğaziçi University, Istanbul
- 10/94-11/94 **Contemporary Developments In Financial Institutions**
Turkish Bankers' Association/British Government Scholarship
Loughborough University, England

9/86-7/95 **German Language Courses**
Goethe Institute, Ankara, Istanbul

10/88-12/88 **German Language Course**
Goethe Institute scholarship, Germany

TEACHING EXPERIENCE at the University level

8/05-present **Turkish**, first and second year

9/03-5/05 **Italian**, first and second year

4/04-5/04 **German**, second year

6/03-8-03 **German**, first year

CAREER AND ACHIEVEMENTS TO DATE

Department Manager **Telecom Italia Mobile headoffice, Istanbul**
Customer Care, Commercial Process & Procedure Department
10/01-4/02

Managed customer care process and procedures for the call centre of Telecom Italia Mobile, a multi-national Italian GSM operator in Turkey. Set-up and ran a shop in a large-scale German shopping mall to obtain customer expectations from TIM.

Department Manager **Sümerbank headoffice, Istanbul**
Organization & Quality Assurance & PR Department
11/95-7/01

Lead Total Quality Management, reorganization, ISO-9001 project as well as public relations in the first ever privatized Turkish bank. Directed bank's merger with other five banks before sell-off again.

Assistant Manager **Emlak Bank headoffice, Istanbul**
Organization Department
7/92-11/95

Lead Total Quality Management at the biggest real estate bank; published interim reports entitled World Economy Last Month and Latest Economic Data compiling economic news from around the world via various periodicals and news agencies.

9/90-9/92 **Emlak Bank, Representative Office**

Represented the bank to relevant authorities abroad under sponsorship of the Turkish Consulate-General.

1/98-9/90 **Emlak Bank headoffice, Istanbul**
International Relations Department

Managed the Middle East Desk, which handled correspondent relations with banks in those countries.

4/88-9/88 **Emlak Bank headoffice, Istanbul**
Management Trainee

Selected one of twenty among thousands of university graduates for a six-month intensive training program for potential management posts in Emlak Bank. Successfully finished program, which consisted of courses in law, accounting, loans, marketing, deposits, money and banking, foreign exchange, securities, software applications and human relations.

LANGUAGES

English Fluent

German Fluent

Italian Fluent

Arabic Fair

Turkish Native

COMPUTER SKILLS

MS Office, Macintosh

OTHER INTERESTS

Reading about current affairs (on line versions of Der Spiegel, The Economist, New York Times, La Repubblica) and social psychology; traveling; nature photography, and swimming.