# Busra Bakar

## Trade Operations Management Trainee

busrabakar1910@gmail.com +905330474356 Istanbul/Turkey

## Education

**Bachelor of Arts / French Language and Literature,** *Istanbul University* 09/2017 - 07/2022
Istanbul, Turkey

**Bachelor of Arts / Erasmus Exchange Program,** *Eotvos Lorand University* 02/2021 - 07/2021
Budapest, Hungary

## Professional Experience

**Heidelberg Materials Trading,** 04/2024 - present
*Trade Operations Management Trainee* Istanbul, Turkey
Undergoing rigorous on the job training across diverse departments, including Trade Operations, Finance, Shipping and Trading.

**British Council,** *Operations Assistant* 06/2023 - 10/2023
Istanbul, Turkey
-Providing administrative support to the Operations Co-ordinator
-Supporting the exams operations and delivering the global language assessments in accordance to Cambridge Standards
-Supporting customer complaint management to prevent customer dissatisfaction.
-Monitoring procedures for IELTS exam operation delivered 6 days per week in 13 cities
-Reporting the exams operation details which includes shortcomings and staff responsibilities.

## Languages

**English** (IELTS Academic 7.00 C1) • **French**

## Courses

**Leadership Development Program,** 04/2024 - present
*Aspire Institute* United States
Academic and professional development program on Business and Leadership supported by Harvard University and HarvardX coursework.