

Cem Özen

Cem Özen was born in 1966 in the city of Aarau, Switzerland. He returned to Turkey with his family in 1979. He is a graduate of Istanbul Boys' High School in 1984, and of METU Business Administration in 1989. He has served in managerial roles in sales and customer services in leading organizations in Turkey as well as in multinational companies. Key among these are Koç Holding, IBM, DHL, Turkcell, and Hafele. He has assumed roles such as regional director, country customer services director, and sales deputy general manager in these organizations.

While working as a professional manager in the sectors of home appliances and electronics, information technology, logistics, call center, telecommunications, and furniture and architectural hardware, he also undertook human management, budget management, and full profit/loss responsibilities. In addition to these sectors, he has served and continues to serve companies operating in banking, fast-moving consumer goods, and health services sectors as a trainer and consultant.

In 1998, he was selected for DHL's international talent pool and participated in the company's internal trainer and consultant development program. Since that time, Cem Özen has been involved in training and consulting activities for over 13 years in the institutions where he works as an internal trainer. Leadership, management development, coaching, sales and sales management, persuasion and negotiation, influence creation, and creative presentation design are his areas of expertise.

Cem Özen is married and has a child.