



# Lisa Turhan

Senior Merchandiser

📍 İstanbul, Türkiye

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## Languages

French (Native)

Turkish (Native)

English (Fluent)

## About

### BRANDS WORKED WITH

Agnes b. Ltd

Bel Industries

C&A sourcing office

Chromalloy

H&M Store

International Grain Trade Canada Inc.

Janteks Istanbul

Lise Charmel Group (Lingerie)

Pimkie sourcing Office

Seb Moulinex Head office

Very Group sourcing office (e-business)

## Experience

### ● Senior Merchandiser

Very Group sourcing office (e-business) | Jul 2018 - Nov 2021

Responsible for all steps from order reception till supplier payment for all categories (jersey, knitwear, swimwear, denim, seamless, socks). Total 20 Million GBP volume per year in fashion products. Working cross-functionally and under pressure with short lead-time (4 to 6 wks). Supporting buying teams on all processes and giving regular feedbacks to management. Responsible for logistic operations, claims and finance issues, labelling processes and handling system issues. Supporting on quality (tests / final inspections), help to solve problems and push suppliers to take action plans. Regular KPIs/selling analyze and replenishment on bestseller items. Responsible for supplier on time (CP check, factory visits and, ensure approvals are get timely) Responsible for onboarding new suppliers and supporting direct suppliers on all issues. Coaching merchandiser staff. Achievements:

- Make suppliers understand the e-business dynamics and, support where needed.
- Adapt/Improve communication/relationship with small suppliers.
- Checking samples execution and make sure they are correctly processed to improve hit rate.
- Improving the supplier on-time performance by +10%.
- Reducing manual invoicing of suppliers by 90%.
- Implementing smooth logistics booking system change.
- Checking test reports and taking actions where necessary.
- Responsible for new suppliers' training.
- Handling claims performance and checking the accuracy.
- Checking performance reports (on time, claims, manual invoices).
- Coaching and developing staff performance to ensure growth.

### ● Merchandiser

C&A sourcing office | Feb 2007 - Dec 2016

Responsible for all steps from product development till shipment in knitwear, jersey and woven area. Ability to works cross-functionally (buying, quality team, logistics, laboratories, suppliers, labelling). Supporting buying teams on all processes (product development, price and delivery date negotiation, production and quality check). Strong product-oriented and attention to details: checking styles/ fabrics/colors and, working closely with technologists to optimize processes related to sampling and styling. Responsible for suppliers on time (CP check, factory visits and, ensure approvals are get timely). Forecasting and reporting KPI's figures regularly to management. Supporting on quality (tests / final inspections), help to solve issues and push suppliers to take action plans. Analyze selling reports and, make sure new order is placed for bestsellers. Achievements:

- Strong product developer in Ladies' knitwear/jersey and risk analyze with quality team before production.
- Decreasing significantly the amount of the samples sent to Germany by improving the quality of samples in my Canda team (the most complaining and busy team) (99% approved at once from June 2015 till the end of 2016).
- In 2015, company objective was to deliver on-time merchandise at or above 92%. In my area, I achieved 94, 7% (Hub office performance was

92, 7%).

•In 2016, company objective was to deliver on-time merchandise at or above 94%. In my responsible area, I achieved 98, 9% (Hub office performance was 94, 7%).

•In 2015 and 2016, I was responsible for 10% of the total shipments (in quantity) of our hub office. 2.771.000 pcs shipped in 2016 / 4.659.000 pcs shipped in 2015.

•I trained all suppliers on C&A expectations, help to prevent quality risks from the beginning, and act quickly to take appropriate actions. In my area, the return to suppliers' percentage was 0% in 2016 (the hub total result: 0, 9%), and 1% in 2015 (the hub total result: 1, 4%).

•New Assistants staff training.

### ● Customer Representative

Janteks Istanbul | Sep 2006 - Jan 2007

Responsible for all steps from product development till shipment: sampling, price negotiation, tests, logistics, quality). Ensure production is ready on time and with correct products. Achievements:

•Understanding of production issues, and cost calculation learning.  
•Developing organizational skills, multi-tasks and cross-functional work within factory.

### ● Fabric Merchandiser

Pimkie sourcing Office | Feb 2006 - Aug 2006

Responsible for fabric orders (woven and jersey fabrics) from order placement till shipment. Price and delivery date negotiation with suppliers. Close tracking of quality: tests/final inspections and mills visits. Checking shipments documents: packing list, invoice, and declaration of origin. Support buying on penalties' issues. Achievements:

•Understanding the principles of quality assurance in fabric and technical knowledge learning.

### ● Commercial assistant

Lise Charmel Group (Lingerie) | Jan 2004 - Jun 2004

Supporting the commercial director on commercial processes, meeting organization and general administration. Checking selling reports. Informing new collections to stores and sell force. Following-up samples development with the pattern room. Achievements: Developing organizational skills and multi-tasks and product development process.

### ● Marketing Assistant

Seb Moulinex Head office | Sep 2003 - Dec 2003

Product development following-up, interface between factories and designers, budget following-up, meeting organization and orders/invoices handling.

### ● Export Team Assistant

Bel Industries | Jan 2003 - Jun 2003

Supporting the export team on shipment documentation preparation: invoices and bill of lading.

### ● Press and Public Relations Assistant

Agnes b. Ltd | Jun 2002 - Sep 2002

### ● / Sales Supervisor

H&M Store | Jun 2001 - Aug 2001

### ● Commercial Assistant

Chromalloy | Jan 1997 - Jan 2000

Everest VIT (endoscopy) – France.

### ● Export Assistant

International Grain Trade Canada Inc. | Apr 1997 - Jun 1997



Achievements: International experiences allow me to work within different sectors, to learn about business processes, and to develop professional skills: written, analytic, planning, organization learning and, costing preparation.

## Education & Training

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- 2000 - 2002 ● **Marketing and International Management Center (Chamber of Commerce school) Strasbourg**  
Degree, Management International & Marketing
- 1998 - 2000 ● **International Management Institute Paris**  
2 years, Marketing
- 1997 - 1998 ● **Asfo Grivo Center, Cergy-St-Christophe**  
Certification, Communication & Office technology
- 1996 - 1997 ● **Fragonard School**  
1 year, International Trade management
- 1994 - 1996 ● **Pissaro High school -Pontoise (Fr)**  
Baccalaureate, High School Diploma