

ÖZLEM ÇAKAR

PROFESSIONAL EXPERIENCE

February 2016 – Present

Memorial Healthcare Group

Human Resources Director

Memorial Healthcare Group was established in February 2000 with the mission of becoming a world-class brand in healthcare. Our objective is to make a difference in Turkish hospital management sector with high quality and outstanding patient&employee satisfaction. Memorial employs more than 6750 employees at 11 hospitals, 2 medical centers and 1 wellness center.

- Reporting directly to the CEO and was part of the team who managed the expansion of the Group from 1 hospital with 780 employees to 6750 employees in 11 hospitals
- Responsible for the recruitment, training, payroll management, performance management, career management, organizational development, salary and reward management and talent management functions
- Responsible for developing, managing, implementing and integrating people strategies, programs and guidelines to support business, organizational and transformational objectives
- Transformed a Personnel Department into a corporate HR function and managing yearly budget of almost 350 million TL payroll budget
- With a focus on certain initiatives: Overtime cost decreased by 15% in 2017&2018, employee satisfaction levels and eNPS increase from 82% and 74% to 86% and 80% last year respectively, decreased employee number by 5% in 2018.
- Defined/developed recruitment, selection and corporate training processes
- Restructured organizational structure, all HR related operational and support processes and information systems architecture
- Redesigned and updated all HR systems of Memorial Healthcare Group and managed implementation of new systems
- Managed complex projects like implementing a new intranet HR module, new recruitment management system and SAP HR module
- Led change management initiatives like developing performance and incentive systems; led companywide workshops to increase employee engagement
- Developed competency based interview processes
- Led HR practices and objectives that will provide an employee-oriented, high performance culture that emphasizes empowerment, service quality, productivity and loyalty
- Assisted and advised all levels of company management about all Human Resources issues
- Coached management trainees to prepare them for job openings in the Group

2010 - February 2016

Memorial Healthcare Group

Human Resources Group Manager

2007 – 2010

Memorial Healthcare Group

Human Resources Manager

2002 - 2007

Memorial Healthcare Group

Human Resources Chief

1998 – 2002

Doğan Media and Printing

Human Resources Specialist

EDUCATION

2004 – 2005: Beykent University, MSc

Healthcare Management

1994 – 1998: Yıldız Technical University, BSc

Education Science

PERSONAL INFORMATION

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