## **BİNNUR ÇAĞLIN**

She graduated from Istanbul University Faculty of Economics. Binnur Çağlın, who started her business life in 1982, started banking in 1985 at Interbank after working in the accounting and finance departments of some companies. She worked as Financial Analyst and Relationship Manager in the bank until 1990.

She later moved to Esbank T.A.Ş Karaköy Branch as Assistant Manager. In 1993, she was transferred to Tekfen Investment and Finance Bank as Head of Corporate Credit Marketing Department. Binnur Çağlın, who left Tekfen Bank A.Ş. in 2004, is still continuing her training activities at IDE Training and Consultancy Ltd. Binnur Çağlın, who has been training in Turkey and abroad since 1998, also participates in many domestic and international travel programs and publishes her observations in national magazines and newspapers.

## Courses:

Loan Allocation

Non Performing Loans and Early Warning Signals

**Customer Satisfaction** 

Keys to Achievement in Retail Sales

Tehniques to Increase Customer Satisfaction in Hotel Management