

DILEK ÜNAL

Operations Manager | Global Logistics & Supply Chain Specialist

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Professional Summary

Versatile and results-oriented Operations Manager with over four years of international logistics experience and 13 years in aviation leadership. Proven expertise in overseeing end-to-end global supply chain operations, including supplier negotiations, cross-border freight movement, customs compliance, and last-mile delivery across Asia, South America, and Europe into the U.S. Demonstrated ability to lead remote teams, implement cost-saving strategies, and streamline operational processes. A former cabin chief and senior flight attendant, bringing discipline, crisis management, and a strong service ethos to every challenge. Known for delivering structure, efficiency, and trust in complex, high-stakes environments. Fluent in English and Turkish; learning Portuguese.

Core Competencies

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| → International Logistics Coordination & Import Operations | → Remote Team Leadership & Cross-Functional Collaboration |
| → Global Supply Chain Strategy & Optimization | → Process Improvement & Risk Mitigation |
| → Supplier & Vendor Negotiation and Relationship Management | → Advanced Proficiency: Google Sheets, Excel, Teams, Outlook |
| → Container Booking, Ocean Freight & Customs Clearance (ISF, COA, BL) | → High-Pressure Problem Solving & Crisis Management |
| → Inventory Forecasting & Procurement Planning | → Multilingual Communication & Multicultural Team Navigation |

Professional Experience

Monark LLC — Operations Manager

New Jersey, USA (Remote) | Jul 2021 – Nov 2024

- Managed 100+ full-cycle import shipments annually from Vietnam, China, Brazil, and Turkey to U.S. ports (NJ, SC, FL), ensuring on-time, cost-effective deliveries.
- Led container booking, production tracking, customs documentation, and final-mile delivery in coordination with freight forwarders, customs brokers, and trucking partners.
- Implemented pre-booking and conflict-sensitive routing strategies (e.g., Red Sea delays), resulting in 10–15% annual freight cost reductions.
- Designed and maintained operational dashboards and supply chain tools in Google Sheets, increasing visibility, accountability, and real-time tracking.
- Personally prevented over \$80,000 in losses by renegotiating delivery and port transfer issues through proactive escalation and vendor relationships.
- Reported logistics KPIs and strategic spend directly to the CEO; played a key role in shaping logistics policy and vendor performance evaluation.

Mira International — Logistics Coordinator / Logistics Manager

New Jersey, USA (Remote) / Jan 2021 – Nov 2024

- Rapidly promoted from Logistics Coordinator to Manager within 4 months due to demonstrated initiative and process ownership.
- Handled logistics across multiple categories and continents, aligning supplier schedules with procurement and inventory cycles.
- Verified all inbound documentation for customs clearance, ensuring accuracy and compliance with U.S. import regulations.
- Built container-level contingency plans and emergency supplier contact protocols, preventing delays due to time zone gaps.
- Developed systematic document filing and Google Drive architecture, improving internal operations and supplier transparency.

Turkish Airlines — Senior Cabin Crew

Istanbul, Turkey / Feb 2016 – Present

- Delivered exceptional in-flight service to VIP and Business Class passengers on international long-haul flights.
- Supervised multicultural crew teams while ensuring compliance with aviation protocols and inflight safety standards.
- Consistently praised for poise, diplomacy, and leadership during crisis scenarios and emergency response drills.
- Built communication fluency across cultures, ages, and personalities — experience now leveraged in remote logistics leadership.

SunExpress — Flight Attendant

Antalya, Turkey / Sep 2013 – Dec 2015

- Assisted with daily cabin operations and safety enforcement on regional European routes.
- Strengthened frontline service skills and teamwork under pressure.
- Built early foundations in aviation compliance, time-sensitive procedures, and customer care.

Starbucks — Barista

Ankara, Turkey / Jan 2013 – May 2013

Inditex (Zara) — Sales Associate

Ankara, Turkey / Apr 2011 – May 2012

Education

Gazi University, Ankara, Turkey

Bachelor of Arts in Finance, 2020

Languages

Turkish – Native • English – Fluent • Portuguese – Beginner