

# ELA GÜRMEN

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<b>Date of Birth</b> 21 July 1964	<b>Marital Status</b> Single	<b>Nationality</b> Turkish (Holding residence permit for Germany)

## PROFILE

- Highly accomplished linguist with exceptional interpersonal skills.
- Hugely experienced within the travel and tourism industry.
- Very quick learner able to easily adapt to new challenges.

## EDUCATION

1976 – 1984	Ulrichgymnasium (Norden/Germany) Abitur - Average grade: Distinction
1984 – 1990	Institute for Interpreting and Translation Universität des Saarlandes (Saarbrücken/Germany) <i>BA Honours Degree in Russian and English</i> Average grade: B+

## LANGUAGE ABILITIES

Fluent in English, German, Turkish and Italian.  
Highly proficient in Russian and French.

## **WORK EXPERIENCE**

### **2006 – present                      Manager Italy, Senior Representative**

Rome New Year's Parade

Destinationevents, 62 Turnham Green Terrace, Chiswick, London W4 1QN, UK

I am the patron of the Rome New year's event since 2008.

Have been the link between Rome Officials and the travel organizers for the American attendees.

#### **Duties:**

- Supervising all arrangements and details for the preparation of the event
- Liaising between Rome City Hall officials and travel organizers
- Coordinating between clients and suppliers to ensure smooth operation of event
- Finding performance locations
- Coordinating rehearsals and concerts
- Acting as a resource to co-workers
- Training Resource Staff
- Interpreting

### **2006 – 2010                      Director of International Relations**

Antalya Golden Orange International Film Festival

Tursak Foundation, Istanbul, Turkey

#### **Duties:**

- Taking care of visitors and participants of the Antalya film festival
- Pre-Arrangements for all details of VIP Guests
- Liaison with international companies for Film Market attendance
- Head of Guest Services for VIP Team
- Interpreting for international film directors and producers
- Representative tasks for the Festival committee
- Publicity and PR work with local news agencies
- Head of Translation Team for audience talks with film team

### **1989 – present                      Freelance European Tour Manager**

E.F. Educational Tours, 5 Kensington Church Street, London W2, UK

Banks Sadler European Study Tours, 15 Pratt Mews, London NW1, UK

Specialised Travel Ltd, 12 - 15 Hanger Green, London W5, UK

Youth Music of the World, c/o Research House, Fraser Rd, Middlesex, UB6, 4785

In this role I was entirely responsible for the successful management of group tours within Europe, traveling to all corners of the continent. *E.F.* and *Banks Sadler* clients

were generally high school students on study tours, while *Specialised Travel* and *Youth Music* clients were generally high school or college level students on amateur or semi-professional performance tours. Group sizes varied from 20 to 300.

**Duties:**

- Liaising between clients and suppliers to ensure smooth operation of tour
- Problem solving, often in emergency situations
- Writing and delivering informative commentary
- Total responsibility for the morale and well-being of the group
- Coordinating rehearsals and concerts
- Acting as a resource to clients for local information
- Leading cultural walking tours in several European Cities
- Planning free time activities
- Interpreting

**1990 – 1992                      Regional Manager and Human Resources Manager**

ATS Reisen, Berliner Promenade 17, 66113 Saarbrücken / Germany

**Duties:**

- Recruiting and training several Tour Directors
- Sole responsibility for the coordination of over 250 tours running through the area during the season
- Managing and supervising the Tour Director team
- Taking selected tours of Moscow, Tblisi and St. Petersburg
- Developed complete background information bank for the main tourist areas the agency worked in (Russia, Greece, Turkey, Malta and Mallorca)
- Successfully redesigned and implemented a new Tour Director briefing and debriefing system
- Managed several projects, often under intense pressure during the high season
- Delivered services to tight deadlines
- Rewrote hotel and tour descriptions for company brochure

**1992 – 2002                      Multilingual Tour Director in North America**

American Tours International, 100 Century Blvd., Los Angeles, CA 94500  
The Media Travel Group Ltd., Egham, Surrey TW20 9DP, UK  
Titan Travel Ltd., Redhill, Surrey RH1 2NL, UK

**Duties:**

- Touring the United States with European groups on leisure programmes
- Guiding/lecturing on geography, geology, history, anthropology and local folklore - often in four languages
- Dealing with tour suppliers including bus companies, restaurants and hotels

## **1993 – present      Travel Programme Organiser and Coordinator**

Destination Events, Research House, Fraser Rd, Perivale, Middlesex UB6 7AQ.

### **Duties:**

- Scheduling and implementing a Paris based travel programme for groups attending the Paris Parade Festival (>2000 pax)
- Liaising with clients and suppliers
- Overseeing and managing programme with responsibilities for the coordination of event staff

## **1996 – present      Guest Services at International Film Festivals**

Filmfestspiele Berlin BERLINALE, Kurfürstenstraße 42, 10770 Berlin  
Biennale di Venezia, Mostra del Festival di Cinema, Lido, Venezia – Italy  
Torino Gay & Lesbian Film Festival, Turin – Italy  
Montréal Filmfest, Montréal - Canada

### **Duties:**

- Taking care of visitors to and participants of the Berlin film festival
- Head of Guest Services in Berlin and Venice
- Interpreting for international film directors and producers
- Representative tasks for the Festival committee
- Assistant to Head of Protocol
- Publicity and PR work with local news agencies
- Translation and Presentation on stage for audience talks with film team