

Who am I

My Name is Serkan KOC

I am from Turkey

I am 47 years old , married, I have 2 son

Web. <https://kocserkan.com/>

My Visual Cv

https://www.linkedin.com/feed/update/urn:li:activity:7019266197787439104/?utm_source=share&utm_medium=member_ios



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Languages

Turkish
Russian
English
Kazakh

Bachelorc& Masters Certifications

Bachelor-Statistics
Master - MBA
Master-Tourism
Certificate – CFO
Digital Marketing
Google

Experiences

Mall Manager
Business Development Director
Mall Operations Director
Family Entertainment Center
Manager
Aqua park & Spa Manager
Event Professional

Honors & Award

3 Cushion Billiards Player
Professional Guitarist & Singer

About Me

Retail and Leasing Management | Mall Operations Management | Theme park & Amusement Park & Waterpark Management | Event Management | Customer Service Professional

I am a seasoned General Manager with over 19 years of experience in the retail & asset & property, entertainment (amusement-theme park-waterpark) & leisure & industry. I have a strong background in mall management, operations, theme park-water park-amusement park management tenant relations, contractor services, marketing, and promotional activities.

Currently, I lead the ASIAMALL-Shopping Mall, a premier destination for shopping, dining, and entertainment in the region. My goal is to deliver excellence in mall management and create value for all stakeholders. I coordinate and manage all aspects of the mall business, ensuring the smooth functioning of the mall, facilitating a good environment for retailers and a pleasant shopping experience for customers.

I also identify opportunities for continuous improvement of systems, processes, and practices, and prepare timely and accurate reports to meet organizational requirements and standards. Some of my achievements include managing tenant relations through periodic town hall meetings, ensuring compliance with mall operating policies and procedures, and organizing innovative events and tournaments to attract and engage visitors.

I am passionate about digital guest experience, attractions management software, guest analytics, venue analytics, and real-time analytics, annual report.

I am always looking for new ways to enhance the mall's performance,

Experiences

General Manager - Shopping Mall

<https://asiamall.kg/en/>



I work at Asia mall, which is the best mall in Biskek, the capital of Kyrgyzstan. I manage the whole mall.

Total area 55.000 m2 leasable area 31.000 m2 Total number of tenants 139 Total number of kiosk tenants 95

Annual total number of visitors 6.500.000 Total number of employees in the mall 1300 people,

In a very short time, the number of shopping mall entrances was increased by making strategic decisions, and new brands were added with leasing strategies.



Experiences

Director of Business Development - Middle East (UAE – Dubai)

<https://www.argeloji.com/>



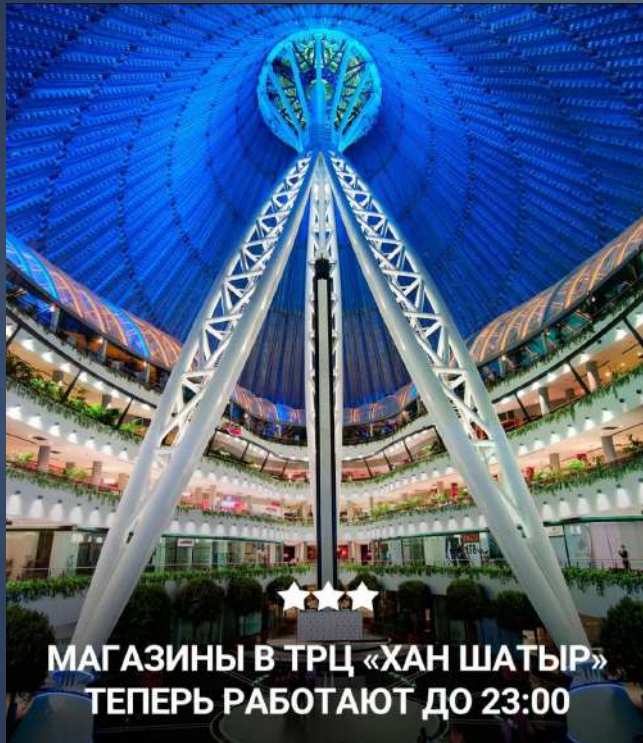
I worked as a business development director in the middle east (UAE) branch of a software company based in Istanbul.

The development of smart building management systems and solutions related to the management of shopping centers, business centers, complex buildings, and the solutions of artificial intelligence in complex structures management in large companies were explained.

Experiences

Mall Operations
Director

<https://www.khanshatyr.com/en>



Total Area 124.000 m²
200 Shops - 52.000 m² rent area
50 Kiosk
Family Entertainment Center
Waterpark
Annual total number of visitors 8.500.000
Total number of employees in the mall 1500
people
The staff number was 200+ worker

Everyday control daily revenue,
visitors traffics, yearly annual
report control by me

Experiences

Mall Operations Director

Tenants

There were different rental methods with tenants

Fixed rent

Turnover rent

Fixed or Turnover rent

These rental methods differed according to the brands.

The rental department would take care of these issues

Our relations with the tenants were always fresh and solution oriented.



Experiences

Mall Operations Director

House Keeping & Security & Safety & Pest Control & Disinfect

All of these issues are very important for the mall.
I would have meticulously supervised these matters myself.

Safety Training



Disinfect



House Keeping



Security



Experiences

Mall Operations Director

Every year, we organized big promo campaign “Oinakhan” the main prize was the flat and car. Also from we were organized “Sunny” promo, where the main partner was Rixos hotels. The main prizes were vacations to 5 different Rixos hotels: Rixos Premium Belek, Rixos Bab al Bahr, Rixos Pal Dubai, Rixos Premium Tekirova, Rixos Sharm el Sheikh.

More than 160 events were held in a year. Sales Nights held tree times a year

Miss Khan Shatyr beauty contest, which is held every year, attracts great attention across the country.



Experiences

Family Entertainment Center (Amusement & Theme park) Manager

<https://famecity.kz/en/atraktsiony>

I managed the entertainment center for 10 years.

In the year of 2013 we moved all attractions from 3. Floor to 4 floor, I was managing this process

I was managing the area which had 22 attractions and having more than 200 games also having a total area of 4650 m²

The staff number was 80 worker



Experiences

Waterpark (Aquapark) & Spa & Fitness
Manager

<https://skybeach.kz/en/>

I was manage waterpark 8 year

Total area 7500 m2

The staff number was 35 worker



Experiences

Opening Experiences

Organizing and controlling the complex shopping centers and entertainment centers opening and operating activities by other partner companies in other regions of Kazakhstan by us

<https://www.karavansaray.com/en/>

<https://tetysblu.com/>



Thank You