

CURRICULUM VITAE



Name Surname : Z. Benan BÖKE
Official Title : Lecturer
Institution : University of Turkish Aeronautical Association
Profession : CRM-Crew Resource Management, Dangerous Goods-DGR, Aviation Safety and Security, PR & Communication,
Education :

Degree	Department	University	Year
Bachelor's Degree	English Language Teaching	Selcuk University	1990
Bachelor's Degree	Aviation Management	Anadolu University	2021- pending
Master's Degree	Business Administration	University of Turkish Aeronautical Association	2018
PhD -Doctorate	Business Administration	Hacı Bayram Veli University	2020- pending

1. WORK EXPERIENCE

- University of Turkish Aeronautical Association– Ankara Aeronautical Vocational School of Higher Education – Civil Aviation Cabin Services head of The Program/Lecturer (2018 -)
- Atılım University – School of Aviation, Aviation Management Dept. –Part time Lecturer-(2016-2018)
- University of Turkish Aeronautical Association– Ankara Aeronautical Vocational School of Higher Education – Sivil Aviation Cabin Services lecturer –head of the Program (2012 - 2013)
- Atlasjet (Atlasglobal) Airlines –Jeddah Cabin Crew Manager- Jeddah (2009-2011)
- Saudi Arabian Airlines – Cabin Chief, Cabin Crew Instructor and Check Airman (1991-2009) Jeddah and London.

2. TRAININGS AND CERTIFICATES

- Aviation Security Instructor Authorization Certificate- Certificate No. HGD-TE-1762 (Aviation Security Training and Certification Directive -SHT-17.2) Issue Date: 03.06.2022, valid until: 03.06.2025.
 - i. Course 1 (Security Awareness)
 - ii. Course 7 (Cockpit and Cabin Security Training)
- QMS ISO 9001:2015 Management Systems Training, Course ID: IDUP-1106 Certificate No: 0121856 , Yaşamartı Training Consultancy, Ankara, Certificate, 24.01.2021 - 29.01.2021
- AMS ISO 19011:2018 Guidelines for Auditing Management Systems, Course ID: IDUP-1106 Certificate No: 0121859 , Yaşam Artı Eğitim Danışmanlık, ANKARA, Sertifika, 24.01.2021 - 29.01.2021

- Security Awareness Training (Initial)), Havacılık Güvenliği- SHGM/GÜV/TEK-01.01/0482, Online Training, HEM, Sertifika, 11.12.2020 -11.12.2020 (Ulusal)
- DGR Trainer Certificate, No 2019-12 (Cat 6) - TR. Ministry of Transport and Infrastructure, General Directorate of Regulation on Dangerous Goods and Combined Transport
- IATA Professional Skills for DGR Instructors – Categories 1, 2, 3 & 6, Turkish Aviation Academy, IST 2019
- IATA Crew Resource Management for Instructors (CRMI), Turkish Aviation Academy, IST 2018
- Cockpit / Cabin Crew Security Training (Initial Training), Academy Aviation, İZM-2018
- Dangerous Goods Regulations- Initial Training (IATA Cat: 1, 2, 3, 6 as per Table 1.5.A of the IATA Dangerous Goods Regulations)) Academy Aviation, İST-2018
- “Basic Coaching & Life Coach” Training- Atlas Training & Consultancy- ANK-2013
- “ISO 9001: 2008 Quality Management Basics and ISO 9001:2008 Quality Management Internal Inspection” Training, ANK.- 2012
- “Part FCL (Flight Crew Licencing) Initial training, (EASA Part 147), Airline Maintenance & Engineering Training, ANK -2012
- “Crew Resource Management”, (EASA Part 147), Airline Maintenance & Engineering Training, ANK - 2012
- “EU & JAR Flight Simulator Training Devices Cat A Fixed wing”, (EASA Part 147), Airline Maintenance & Engineering Training, ANK. -2012
- “ICAO- Safety Management Systems” Airline Maintenance & Engineering Training, ANK - 2012
- “Carriage of Dangerous Goods by Air” Initial Training Course, (EASA Part 147), Airline Maintenance & Engineering Training, ANK -2012
- EASA European Operations Initial Training Course (EU/JAR OPS 3) (EASA Part 147), Airline Maintenance & Engineering Training, ANK.-2012
- EASA European Operations Initial Training Course, (EASA Part 147), Airline Maintenance & Engineering Training, ANK.-2012
- Part 66 & 147 Initial Training Course, (EASA Part 147), Airline Maintenance & Engineering Training, ANK. -2012
- Part 145 Initial Training Course, (EASA Part 147), Airline Maintenance & Engineering Training, ANK.-2012
- Part M Initial Training Course (EASA Part 147), Airline Maintenance & Engineering Training, ANK.-2012
- Principles of CAA Auditing Initial Training Course (EASA Part 147), Airline Maintenance & Engineering Training, ANK.-2012
- Principles of Quality Management Initial Training Course(EASA Part 147), Airline Maintenance & Engineering Training, ANK.-2012
- JAR-FCL Training Course, JAA Training Organization, Havak-İST. -2010
- (EU) OPS 1 Training Course, JAA Training Organization, Havak-İST. -2010
- Train the Trainer Course, SPED Consultancy, İstanbul -2010
- Etiquette & Leadership Institute, Georgia, USA -Professional Business Savvy & Professional Dining Savvy” -2008
- *Etiquette & Leadership Institute, Georgia, USA - “Children’s Etiquette Consultant“ (age 8-22)”-2008*
- The Protocol School of Washington, Washington DC, USA-“Dine Like a Diplomat” -2008
- *The Protocol School of Washington, Washington DC, USA- “Corporate Etiquette & International Protocol Consultant” - 2008.*
- THALES Avionics i5000 IFE System Operation Course -2008
- European School of Protocol, Brussels, BELGIUM -2007-”Business & Diplomatic Protocol” Training Seminar
- “Purser Theory of Report writing” Saudi Arabian Airlines -2007
- “Inflight Service Grooming Course” Saudi Arabian Airlines-2007

- “Passenger Care” Saudi Arabian Airlines -2007
- “Purser Theory of Leadership” Saudi Arabian Airlines -2007
- “On-job Training” Saudi Arabian Airlines -2007
- “Purser Upgrade” Saudi Arabian Airlines -2006
- “Introduction to MS Windows XP” Saudi Arabian Airlines -2006
- “Flight Attendant Check Airman Initial safety Course” Saudi Arabian Airlines -2006
- “Conflict Management” Saudi Arabian Airlines- 2006
- “Basic Instructional Techniques” Saudi Arabian Airlines -2005
- International Institute for Image Communications, NY, USA- “*Certified Image Consultant*” - 2004
- London School of Public Relations, Londra, Public Relations Diploma (1999-2000)
- “IFS Golden service Training” Saudi Arabian Airlines-2001
- “Crew Resource Management Initial Training” Saudi Arabian Airlines -1999
- “Proud To Serve You” Saudi Arabian Airlines-1994
- “How to be a Winner” Saudi Arabian Airlines -1993
- “Initial Flight Safety Course” Saudi Arabian Airlines -1991
- “Basic Flight Attendant Training Course” Saudi Arabian Airlines -1991

3. ACADEMIC ACTIVITIES

Uluslararası bilimsel toplantılarda sunulan ve bildiri kitaplarında (proceedings) basılan bildiriler :

1. ÇELİK AYŞE, BÖKE ZEKİYE BENAN (2022). Havayollarında Motivasyonun Örgütsel Performansa Etkisi: Düşük Maliyetli Taşıyıcı Örneği . 10th International Management and Social Research Conference, 54-55. (Özet Bildiri/Sözlü Sunum)(Yayın No:7909879).
2. BÖKE ZEKİYE BENAN,KOÇAK RAHİME DİLEK (2019). İnsan Kaynakları Yönetiminde Personel Sağlama ve Seçme: Kabin Hizmetleri Personeli Örneği. IV. Uluslararası Havacılık İşletmeciliği Konferansı (Özet Bildiri/Sözlü Sunum)(Yayın No:5408155).
3. Mutlu Savaş,BÖKE ZEKİYE BENAN (2019). A Study on Cabin Crew Organizational Commitment in the Context of Demographic Factors. INTAVIC-2019 -THE 4th INTERNATIONAL AVIATIONMANAGEMENT CONFERENCE (Tam Metin Bildiri/Sözlü Sunum)(Yayın No:6295896).
4. Mutlu Savaş, BÖKE ZEKİYE BENAN (2019). Do demographical characteristics affect emotional labor experiences of flight attendants?. Human Potential Development Conference (Özet Bildiri/Sözlü Sunum)(Yayın No:6295684).

C. Yazılan ulusal/uluslararası kitaplar veya kitaplardaki bölümler: C2. Yazılan ulusal/uluslararası kitaplardaki bölümler:

1. Sosyal ve Beşerî Bilimlerde Teori ve Araştırmalar I, Bölüm adı:(GÜNDEM BELİRLEME KURAMI (AGENDA-SETTING THEORY)) (2022)., BÖKE ZEKİYE BENAN, Serüven Yayınevi, Editör: Ceylan, Çatalcalı Ayşe; Batal, Salih; Akgül, Sülü, Ceylan, Basım sayısı:1, Sayfa Sayısı 645, ISBN:978-605- 4517-98-5, Türkçe(Bilimsel Kitap), (Yayın No: 7909906)
2. Sosyal & Beşerî Bilimlerde Araştırma ve Değerlendirmeler - II, Bölüm adı:(KÜRESELLEŞME SÜRECİNDE YERELLEŞME EĞİLİMLERİNİN MINTZBERG’İN YÖNETİCİ ROLLERİNE ETKİLERİ) (2022)., BÖKE

ZEKİYE BENAN, ÇELİK AYŞE, Gece Kitaplığı, Editör: Ceylan Çatalcalı, Ayşe; Kaya, Çağla Melisa, Basım sayısı:1, Sayfa Sayısı 572, ISBN:978-625-430-436-1, Türkçe(Bilimsel Kitap), (Yayın No: 7909889)

3. Havacılıkta İnsan Faktörleri, Bölüm adı:(Hata Yönetimi) (2021)., BÖKE ZEKİYE BENAN, Nobel Akademik Yayıncılık, Editör:Doç. Dr. Vahap Önen, Basım sayısı:1, Sayfa Sayısı 712, ISBN:9786254395628, Türkçe(Bilimsel Kitap), (Yayın No: 7137193)

D. Ulusal hakemli dergilerde yayımlanan makaleler :

1. Mutlu Savaş,BÖKE ZEKİYE BENAN (2020). THE YEARS SPENT IN AIRLINE INCREASE THE DEEP ACTING EXPERIENCE OF TURKISH CABIN CREW. Edukacja Ekonomistów i Menederów, 55(1), 53-64., Doi: <https://doi.org/10.33119/EEiM.2020.55.4> (Kontrol No: 6295624)

5. AWARDS AND ACHIEVEMENTS

- Outstanding award for yearly excellent performance (2003)
- Awarding plaque for meritorious and brave performance during the hijacking of SV115,2000.