



Tuba Karlik

Nationality: Turkish **Date of birth:** 01/06/1990

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Home: Nea Smirni, 17123 Athens (Greece)

ABOUT ME

I am a detail-oriented data analyst with a strong background in data manipulation, storage, and reporting. Leveraging tools such as Python, SQL, Power Query, and Power BI, I excel at transforming raw data into actionable insights. My expertise includes creating comprehensive dashboards and reports that enhance visibility and support informed decision-making for managers overseeing 200 employees across 16 markets and 12 languages. Additionally, I am proficient in automating communications and preparing detailed bonus calculations based on performance metrics. My analytical skills extend to monitoring new hires and tenured agents' progress, ensuring continuous improvement through regular business reviews presented via Google Slides. With a keen eye for detail and a passion for data-driven decision-making, I am dedicated to driving organizational success through innovative data solutions.

I would like to point out that I hold a Full Market Access work permit that enables me to work throughout Europe without requirement of any visa sponsorship. You may find relevant details in the section: "Legal Authorization to Work"

LEGAL AUTHORIZATION TO WORK

Legal Authorization to Work

Permit Category: Spouse of Greek Citizen

WORK EXPERIENCE

Business Intelligence Analyst

Teleperformance, ATHENS, GREECE [06/2023 – Current]

City: Athens | Country: Greece

Data Manipulation and Storage:

Retrieved data from client tools, manipulated it using Python according to market and language requirements, and stored it in SQL databases.

Data Integration and Reporting:

Utilized Power Query to upload data to Excel, apply filters, and prepare dashboards for 200 employees across 12 different languages, enhancing visibility for managers.

Automated Communication:

Developed automated email communications using Microsoft tools, facilitating seamless data distribution and updates.

Performance Monitoring and Dashboards:

Created comprehensive dashboards in Power BI for invoicing, productivity, and employee performance, providing actionable insights for managers and above.

Bonus Calculation:

Prepared bonus files based on specific calculations and employee performance metrics.

Employee Performance Analysis:

Analyzed progress of new hires and tenured agents, and presented findings using Google Sheets and Google Slides.

Business Reviews:

Prepared and presented monthly, weekly, and quarterly business reviews, leveraging Google Slides for effective communication.

Customer Support Supervisor

Teleperformance, ATHENS, GREECE [11/2020 – 06/2023]

City: Athens | Country: Greece

- Assessing the work performance of their employees and identifying areas that need improvement
- Ensuring that business goals, deadlines and performance standards are met
- Training and onboarding new hires to make sure they understand their roles
- Setting goals for workers and making sure they comply with the company's plans and vision

Customer Support Representative Tier 2

Teleperformance, ATHENS, GREECE / Netflix [07/2019 – 11/2020]

City: Athens | Country: Greece

Assisting Tier 1 agents on their daily tasks and soliciting the escalation cases and escalating based on client guidelines for research purposes

EDUCATION AND TRAINING

Econometrics

Ataturk University, Erzurum, Turkey [2009 – 2023]

City: Erzurum | Country: Türkiye

Computer Science

University Of People [01/2013 – Current]

Website: <https://www.uopeople.edu/>

Excel beginner to Advance

Udemy [2022]

The Web Developer Bootcamp

Udemy [2022]

The complete SQL Bootcamp

Udemy [2022]

Python Pro Bootcamp

[2023]

Data Analysis with Pandas and Python

Udemy [2023]

The Complete Python Developer

Udemy

LANGUAGE SKILLS

Mother tongue(s): Turkish

Other language(s):

English

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Excel / Microsoft SQL / Python / Power Query / Jupiter Notebook / Pandas / Google Sheets /
Looker Studio / Google Slides

REFERENCE

Reference

BI Coordinator

Name: Spyros Mylonas

Email: spyros.mylonas@teleperformance.com

Teleperformance Greece