Halil Ibrahim Bilici

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SUMMARY

Detail-oriented Data Analyst with a robust mathematical foundation and proven expertise in real-time analytics. Over five years in mathematics education and two years in customer service and data analytics have equipped me with a unique blend of analytical precision and practical insight that enables me to thrive in fast-paced environments. I leverage tools such as Google Sheets–which I use with advanced functions like pivot tables, VLOOKUP, macros/VBA, and complex SQL JOIN operations via the QUERY function–and Google Looker Studio to transform complex datasets into actionable insights. My ability to interpret and visualize data trends has consistently driven performance optimizations and supported strategic decision-making. I am eager to contribute my technical proficiency and analytical skills in a dynamic, data-driven role.

WORK EXPERIENCE

Real-Time Data Analyst

Telus Digital El Salvador - La Libertad, El Salvador | **January 2025 - Present**

- Monitored and **analyzed contact center metrics**–including attendance, schedule adherence, line adherence, occupancy, and average handle time–to drive a **5% improvement** in service level agreement (SLA) compliance.
- Designed and maintained **advanced dashboards and ad hoc reports** using **Google Sheets** and the **data visualization** tool **Google Looker Studio** to provide actionable insights. Delivered detailed daily performance reports via email to Operations leaders **across five countries**, contributing to a **5%** enhancement in KPIs.
- Generated real-time performance reports and post-mortem analyses that broke down intraday metrics, agent performance trends, and staffing adjustments. These insights empowered leadership to make informed strategic decisions.
- Collaborated with team leaders and frontline staff to communicate complex data insights to both **technical and non-technical audiences** to **understand business goals, challenges, and processes**. This cross-functional approach enabled the proactive identification of intraday challenges, optimized agent scheduling, improved schedule adherence by **10%**, and boosted revenue while streamlining offline request approvals and minimizing operational disruptions.
- Attended daily staffing review meetings with stakeholders to analyze past and current weeks' performance.
- Leveraged a deep understanding of **data governance** frameworks and diverse **data source architectures** to design and implement **robust data cleaning and modeling processes**. This approach ensured high-quality, reliable datasets that support actionable business insights and **data-driven decision-making**.
- Developed and implemented **robust ETL (Extract, Transform, Load) processes** for data migration projects using **Power Query**, ensuring seamless data flow between systems. This ensured consistent **data integration** and maintained the real-time **data accuracy** of dashboards and reports.
- Leveraged advanced functionalities in **Excel and Google Sheets** to streamline **data analysis**. Demonstrated **proficiency in SQL**-like operations by executing complex **JOIN statements** (including INNER JOIN, LEFT JOIN, etc.) via the **QUERY function** to merge and analyze diverse datasets. Complemented these skills with **Google Looker Studio** to craft dynamic dashboards that empower **data-driven decision-making**.

Customer Care Representative
Telus Digital El Salvador - La Libertad, El Salvador | **July 2023 - December 2024**
- Managed and resolved a high volume of inbound calls, chats, emails, averaging 15 interactions per day with efficiency and effectiveness while achieving and maintaining over 95% customer satisfaction rating.
- Reduced average handle time **by 10%**, while achieving key performance targets.
- Consistently exceeded performance metrics and was awarded three times as a top performer.
- **Provided specialized support** for customers using **website-building tools**, assisting with **account setup, customization, domain configurations, and troubleshooting site performance issues**.
- Guided users through **website design best practices**, assisting with site layout optimization, third-party app integration, and **SEO** improvements to enhance their online presence.
- Utilized **Verint, Calabrio, Slack**, and worked in both remote and in-office settings.

Math Teacher
Pozitif Matematik Academy - Ankara, Turkey | **September 2017 - March 2022**
- Taught and inspired students in mathematics, achieving a **90% pass rate** on final exams.
- Encouraged academic engagement and built strong relationships with students and parents.
- Designed curriculum that improved comprehension, increasing student test scores by **15%.**
- Collaborated with **six teachers** in performance review meetings to align goals.
- Utilized **Microsoft Excel, Word, PowerPoint, and Zoom Workspace** in a **hybrid work environment.**

CORE COMPETENCIES

- **Technical Skills:** SQL, Database Management, Power BI, Google Looker Studio, Power Query, Advanced Spreadsheet Applications (Google Sheets & Microsoft Excel with pivot tables, VLOOKUP, macros/VBA), ETL Processes, HTML, CSS, JavaScript.
- **Analytical Skills:** Strong Mathematical Foundation, Problem Solving, Strategic Decision Making, Attention to Detail, Data Analysis, Reporting Analysis.
- **Soft Skills:** Active Listening, Data Storytelling, Critical Thinking, Time Management, Communication, Attentiveness, Multitasking, Self-Motivation, Quick Learner with strong adaptability to new tools.

EDUCATION

Bachelor's Degree in Mathematics
Ankara Haci Bayram Veli University, Ankara, Turkey | October 2015 - July 2020

Pedagogic Formation
Gazi University Ankara, Turkey | September 2018 - June 2019

CERTIFICATIONS

- **Data Analytics, Data Modeling, Data Visualization**: Introduction to Career Skills in Data Analytics
- **SQL, Excel, Power Query, Power BI, ETL**: Learning Data Analytics: 1 Foundations
- **Microsoft Access, Queries, Joins**: Learning Data Analytics Part 2: Extending and Applying Core Knowledge
- **SQL, PostgreSQL, Git:** Relational Database
- **D3.js - JSON APIs and AJAX:** Data Visualization
- **JavaScript:** JavaScript Algorithms and Data Structures
- **HTML-CSS**: Responsive Web Design Certification

LANGUAGES

- English: Advanced
- Spanish: Intermediate
- Turkish: Native