

Furkan Hücüptan

Business Analyst

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SUMMARY

Proactive business analyst with 3 years of experience in business analytics and 2 years in business development having worked in eCommerce, logistics and manufacturing sectors. Skilled in bringing innovative and optimized approaches that contribute to the successful realization and fulfillment of business processes.

HIGHLIGHTS

- Developed and patented a delivery management system for Hepsijet.
- Initiated and coordinated the first national eCommerce autonomous package delivery robot project with Hepsijet, Hepsiburada and Delivers.ai.

PROFESSIONAL EXPERIENCE

Business Analyst / Product Owner, Hepsijet

2020 - Present, Istanbul

- Liaised between IT and business partners from global scale, gathered requirements, introduced and coordinated new features and strategically organized roadmaps and product development.
- Eliminated **20-40%** of waste in 6 field operation processes by introducing optimization projects of key processes.
- Boosted product features with creative problem-solving, process improvement and system enhancement that increased the performance output up to **30%**.
- Improved web and mobile UI & UX of customer portals by introducing new data visualizations that created better visibility and fast decision-making opportunities.
- Prepared and used risk analysis and mitigation methods that decreased the number of issues that would occur during and after the implementation of new features.
- Worked closely with the software development, data science and testing team in software development, table design, test case scenarios, QA's, UAT's and documentations.
- Reacted more autonomous, quick and accurately to the needs of stakeholders with the extensive knowledge of software development and domain architecture.
- Used SQL and Python for data analyses, Java for domain comprehension and Postman for testing of processes.
- Developed and presented weekly and quarterly KPI follow up, progress updates and proposed business recommendations for c-level executives.

Business Analyst, LBDI

2019 - 2020, Milano

- Designed and deployed B2B product features that boosted the sales of the businesses up to **20%**.
- Created user interface designs to optimize old UI of customers that increased visitor retention time up to **40%**.
- Implemented agile scrum and worked closely with the software and testing team to plan and prioritize technical developments.

Business Developer, Bergiz Group

2017 - 2018, Ankara

- Acted as the liaison between international companies and government officials for the initiation and development of consortiums.
- Coordinated the creation of an international tendering department for global projects.

Business Developer, Mefa

2016 - 2017, Kayseri

- Supervised and analyzed processes of 10 million dollars start-to-finish infrastructure project.
- Identified KPIs, implemented lean techniques and re-calibrated budget strategy to finish the project, saving 15% of costs.

SKILLS

- **Software skills:** Java, Python, Tableau, SQL, Postman, Figma, Jira, Confluence, SAP S/4 Hana, Microsoft Office.
- **Language skills:** Turkish (Native), English (Native), Italian (Intermediate), German (Beginner)

EDUCATION

- **University of Bergamo, Italy, 2018**
M.S. Management Engineering
Core subjects: Statistics, Industrial economics, Project management and innovation, Software programming
- **Atılım University, Ankara, 2012**
B.S. Civil Engineering
Core subjects: Mathematics, Physics, Project management, Software programming

HOBBIES

- Researching and implementing data analysis, project management, software development and human relations methodologies to stay updated.
- Following archeologists, reading articles about ancient history of earth.
- Producing music and artist on Spotify.