

Marko Haufe

Multi-talented and data driven professional with an excellent reputation for resolving problems, improving stakeholder satisfaction and driving overall operational improvements. Experience in staff management and business intelligence development.

Work History

**2019-05 -
Current**

Senior Expert Entity Controlling

DHL Hub Leipzig GmbH, Leipzig

- Assisted in upper-level decision by creating comprehensive financial and operational performance reports.
- Worked with executives as business partner to create the annual budget and tracked actual expenses against projected expenses.
- Prepared financial reports and statements in accurate and timely manner.
- Built library of models and reusable knowledge-base assets to produce consistent and streamlined business intelligence results.
- Developed database objects, including tables, views and dynamic dashboards using SQL and MS-Office VBA.
- Transformed project data requirements into project data models.

**2018-02 -
2019-04**

Senior Business Manager

, Leipzig

- Interfaced with a cross-functional team of business stakeholders (e.g. leadership, developers, inhouse users) to design a comprehensive list of required specifications for new products or services.

Personal Info

Address

Karl-Liebknecht-Str., 101
Leipzig, 04275

Phone

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E-mail

haufemarko@gmail.com

Notice period

Three months

Desired salary

70.000 Euro

- Assessed impact of current business processes on clients and internal stakeholders (e.g. customer support) to evaluate potential areas for improvement and driving results.
- Performed competitor bench-marking analysis to identify potential product enhancements.
- Mapped and documented process activities to identify shortfalls and options to rectify operational inefficiencies and offered recommendations for improvement.
- Applied performance data to evaluate and improve operations, target to current business conditions and forecast needs.

**2015-07 -
2018-01**

Head Of Performance Controlling

Invia Travel Germany, Leipzig

- Monitored over 200 customer agents day-to-day activities.
- Planned, designed and implemented diverse business intelligence solutions with the purpose of applying performance data to evaluate and improve operations.
- Developed and managed dashboards using based on MS-SQL Server 2012 and MS-Office applications.
- Created and implemented database designs and data models.
- Mentored junior team members on workflows and procedures to maximize their contributions.

**2014-10 -
2015-06**

Assistant To The Head Of Operations

Invia Travel Germany, Leipzig

- Assessed strategic implications of business intelligence data to improve existing monitoring options.
- Designed KPI systems, statistical data analysis and information flow for all customer care operations.
- Developed a relational database including the required ETL and data gathering processes.
- Produced daily, weekly and monthly reports using advanced Excel spreadsheet functions and VBA.

Skills

Budgeting and Strategic planning

●●●●●
Excellent

Business development and analysis

●●●●●
Excellent

Reporting oversight

●●●●●
Excellent

Data collection and analysis

●●●●●
Very Good

ETL development

●●●●●
Very Good

Troubleshooting and problem resolution

●●●●●
Excellent

Education

2017-10 - Bachelor of Arts: Economic Computer Science

Current *University of Hagen*

2004-10 - **Diploma: Economic Geography**

2012-03 University of Leipzig

Software

SQL (MS-SQL, PostgreSQL, MySQL)

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Excellent

Microsoft Office VBA

●●●●●
Excellent

Tableau / Microstrategy

Very Good

Jira (incl. Gliffy)

●●●●●
Very Good

Python 3.6

Very Good

Languages

German

●●●●●
Native

English

●●●●● Superior