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|  | |  | | --- | | 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. * 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 exisiting 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. |   **Education**       |  |  |  | | --- | --- | --- | | **2017-10 - Current** |  | **Bachelor of Arts: Economic Computer Science**  University of Hagen |  |  |  |  | | --- | --- | --- | | **2004-10 - 2012-03** |  | **Diploma: Economic Geography**  University of Leipzig | |  |  | **Personal Info**      Address  Karl-Liebknecht-Str., 101  Leipzig, 04275  Phone  004915111645022  E-mail  haufemarko@gmail.com  **Notice period**  Three months  **Desired salary**  70.000 Euro  **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    **Software**      SQL (MS-SQL, PostgreSQL, MySQL)    Excellent  Microsoft Office VBA    Excellent  Tableau / Microstrategy    Very Good  Jira (incl. Gliffy)    Very Good  Python 3.6    Very Good    **Languages**      German    Native  English    Superior |  |

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