

Behic Akgun

Sales Ops Guru Turned Web Developer

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PROFESSIONAL EXPERIENCE

Director of Sales Operations

FIS Global, 2016-2017

Chief of Staff to the Global Head of Sales for Wealth and Retirement Administration, I brought unity and leadership to the former SunGard sales unit and helped integrate into their new parent company, FIS Global.

- Led calls with internal VPs and heads of business to monitor sales pipeline, discuss closing strategies and be aware of roadblocks.
- Built sales plan and territory coverage models for 2017.
- Set requirements for CRM conversion from Salesforce.com to MS Dynamics.

Sr. Sales Operations Analyst

SAVO Group, 2014-2016

Lead analyst for sales and marketing, I revamped SAVO's internal reporting and dashboard suite. Reporting to the VP of Sales Enablement, I provided key insights to the C-suite and Board of Directors on SAVO's sales and marketing achievements.

- Project manager and business analyst for Salesforce initiatives (SAVO, Pardot, Chatter, Data.com, Full Circle, Hoopla).
- Updated sales processes and implemented CRM opportunity maintenance.
- Configured Salesforce layouts, security, and hierarchies.
- Coached sales associates on pipeline build and system usage.
- Maintained sales coverage and compensation plan models.

Incentive Operations / Business / Commission Analyst

U.S. Cellular, 2007-2014

Managed end-to-end quota processes for retail, agent and B2B associates and their leaders. Provided key requirements to new company billing system as well as our incentive tracking and payment systems. Led a phase of improvements and change requests which brought our payment accuracy to 99.8% accurate for retail associates.

- Led discovery, requirements, and analysis for compensation plans, quota methodology, and incentive system calculations for all sales channels.
- Mentored new strategy managers and analysts with team expansion.
- Led commission analyst team to ensure team SLAs were met for clients.
- Compiled, analyzed and reported metrics to all levels of the organization.
- Created and prepared monthly commission dashboards.
- Built compensation system training for use in on-site classes and webinars.

DEVELOPMENT SKILLS

HTML5

CSS3

JavaScript

jQuery

AngularJS

Ruby

Rails

Git

Salesforce.com

Tableau

DEVELOPMENT EXPERIENCE

Created first website in Notepad in 1999, an intranet site for the Capital Markets department at Bank One (now Chase Bank), and another in 2003 for DSI, Intl.

Managed websites for non-profit organizations in Chicago

Created small business sites for family and friends as a hobby

Completed full-stack web developer curriculum at Bloc.io.

GitHub - <https://github.com/behica>

EDUCATION

Bachelor of Arts, Economics

University of Illinois @ Urbana-Champaign