

BURAK KOÇYİĞİT

BUSINESS ANALYSIS AND SOLUTION DESIGN ASSOCIATE

Personal Information

Adress

Bostancı - Kadıköy/İstanbul

Contact

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Birth Date

05.08.1992

Nationality

Turkish

Marital Status

Married

Driving License

B Class (2010)

Education

İstanbul Kültür University -
Industrial Engineering (2018)

Foreign Language

English
- Professional Working Proficiency

EXPERIENCE

Business Analysis and Solution Design Associate

Jan 2025 -

Allianz Türkiye, İstanbul

- Supporting Agile-aligned software development processes in Allianz's web application ABS for the Life and Pension department
- Leading the KVKK (Personal Data Protection Law) transformation project for the Life and Pension department.

Expert CRM Business Analyst - Scrum Master

Nov 2022-Jan 2025

Turkcell Technology, İstanbul

- Call Center & Mobile Services Solutions
 - Development of call center screens and processes within Turkcell's web application Maya and Turkcell Mobile App
 - Primarily management of customer identity verification processes in mobile communication services
 - Contact History Service ownership, Management of service requests received from Call Center and BTK, in fixed internet services
- Mobile Subscription Solutions
 - Development work in the core team responsible for dealer screens within Turkcell's web application Maya and Turkcell Mobile App; focusing on login, search, session infrastructure, user verification, user roles and types, and dealer types
 - Development of new subscription screens and processes

Senior Business Analyst - Team Leader

Oct 2021-Nov 2022

NTT DATA Business Solutions Turkey, İstanbul

- I have been promoted to Senior Business Analyst and Team Leader in Digital Transformation Department.

Business Analyst

Nov 2019-Oct 2021

NTT DATA Business Solutions Turkey, İstanbul

- Ensuring clear communication between business stakeholders and IT technical teams
- Configuration, Design, Build, Test, and Deployment of the solution
- Product development; for SAP and Non-SAP products
- Meeting the development requirements; completion of analysis, test and deployment phases
- Providing cross-system integration using Web Service, API and various integration tools
- Managing user acceptance tests (UAT)
- Working in accordance with agile project methodology

Supply Chain Specialist

Sep 2017-Oct 2018

Servis İstanbul Satış Dağıtım, İstanbul

- Being responsible for supply chain operations
- Ensuring clear communication between sales and purchasing departments
- Protection of stock level, in coordination with the sales amount
- Key account management

Graduation Project Student

Feb 2017-Mar 2017

Borusan Mannesmann, İstanbul

Production Intern

Aug 2016-Sep 2016

Tekno Marin - İstanbul

Quality and Safety Intern

Aug 2015-Sep 2015

Çelebi Aviation Holding / İstanbul

SKILLS

- SQL, SOAP UI, Postman, Jira, MS Office, SAP ERP, Agile Project Management

COURSES AND CERTIFICATES

- IIBA CBAP Business Analysis Methodology, Processes and Concepts : BlueMark Academy (2024)
- Python Programming and Practical Examples : BlueMark Academy (2024)
- SAP Ariba Sourcing 2020 : SAP SE (2020)
- SAP Digital Supplier Network for Consultants : SAP SE (2020)
- This is SAP "Fieldglass" : SAP SE / open.sap.com (2020)
- SAP Ariba Snap Solution Consultant : SAP SE (2020)
- USA Summer Work & Travel Program : Advis Educational Counseling/2013