

Ege Tinmaz

Technical Support Analyst

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Highly organized and accomplished professional with strong collaboration, customer support, and technical background.

Experience

Odoo, Technical Support Analyst

Brisbane, CA

Apr 2024 - Present

- Troubleshoot and resolve database issues using tracebacks, XML, and Python scripts; maintaining a 140% ticket average, contributing to team-wide operational success
- Developed tailored workflows for client databases through module development and Python scripting to achieve specified functionalities, resulting in exceeding 95% client satisfaction ratings.
- Replicated bugs in test environments using QA procedure, debugging and logs to pinpoint the root cause on GitHub
- Enhancing Odoo by submitting 20+ internal feedback tickets on potential new features to attract more clients and increase functionality for existing users
- Serve as an expert for customizations, and the Projects, Timesheets, and Helpdesk apps, assisting colleagues with questions, workflows, and troubleshooting

Tesla, Advisor

Fremont, CA

May 2021 - Mar 2024

- Served clients' interests in Tesla products, netting over \$35 million within 2 years and ranking 1st in California for test drive volume in Q4 21'
- Led the launch of a new Test Drive Program at the Fremont and Berkeley Service Centers, generating an additional 75+ leads a week
- Created a new client training initiative with 5+ Bay Area stores and launching country-wide to educate clients on their new Teslas; receiving 98% positive feedback from over 3000 clients
- Supported operations and management teams, implementing new work flows and systems, increasing Fremont CSAT from 42% to 81% in Q3 22' - Q2 23'
- Built and coordinated a unique Plaid experience event with various Workplace, Security, Operations, Sales, and corporate teams to host over 500+ clients, generating an additional 280 leads and 10 orders
- Created new tools and systems such as a centralized delivery app, hosting all necessary programs used by the Delivery Team; built and implemented a new tool to track employees' work hours and automatically authenticate and generate a timecard to curb timecard fraud

Living Spaces, Logistics Supervisor

Millbrae, CA

Nov 2019 - May 2021

- Managed the flow of inventory and merchandise, receiving, processing, and delivering 200 items efficiently and accurately daily
- Improved warehouse operations by creating a new procedure that changed storage and receiving processes, increasing storage turnover and capacity by 50%
- Monitored delivery performance metrics, such as on-time delivery rates and customer satisfaction scores, and identify opportunities for improvement, increasing survey scores to 9.8/10, the highest in the company
- Designed and implemented a new remote check-in kiosk system, reducing pick-up time by 45% and raising customer satisfaction by 12%.

Education

University of San Francisco

San Francisco, CA

Aug 2019 - May 2023

Bachelor's in Psychology