

Rok Zupan



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Summary

My tech skills: spreadsheets (Excel, Google), SQL (MySQL, BigQuery) and data visualization (QlikSense).

Experience



Cofounder

Heatshop.si

Apr 2020 - May 2022 (2 years 2 months)

Designed conceptual design of the e-commerce store and implemented simple plugins through WooCommerce for a better customer experience that lead to over 400k in revenue in 2021. Creating and testing Meta and Google ads and landing pages.



Technical Support Specialist

NIL Ltd.

Dec 2019 - Apr 2020 (5 months)

Gathering the customer's information and determining the customer's issue by analyzing the symptoms while maintaining service level agreements and assigning customers requests to a suitable engineer.



Sales Manager, Customer Support Specialist

HS PLUS

May 2018 - Sep 2019 (1 year 5 months)

Managed a team of 8 sales representatives that achieved 150k through outgoing calls in two months. Creating Excel reports and presenting achievements to the call center manager. Resolving customer problems and leading them through the purchase process.

Education



University of Ljubljana, Faculty of Economics

Master's degree, Business Informatics

Oct 2022 - Jun 2024

Developed business skills: Introduction to Python, Introduction to Java, Advanced Excel, Microsoft Access.



University of Ljubljana, Faculty of Electrical Engineering

Bachelor's degree, Information and Communication Technologies

2017 - 2021

Upgraded the basic concepts of mathematical analysis and developed analytical thinking and exact mathematical reasoning. Learned basic SQL queries.

Licenses & Certifications



Excel for Business Analysts - LinkedIn



Qlik Sense Business Analyst Qualification 2022 - Qlik

Skills

Presentation Skills • Adapability • Collaborations • Problem Solving • Sales Management • Meta and Google ads testing • Qlik Sense • Data Visualization • WooCommerce • Sales