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| Madis Tepp  Mobile: +46722500316  madis.tepp@gmail.com · https://www.linkedin.com/in/madis-tepp-1a0283b1/ |
| Highly motivated process expert with a vast experience from customer service operations working on breaking through to tech industry and launching a career as a developer. I enjoy creating success in teams with a data-driven, creative approach and digital approach. A problem solver by nature! |

# Experience

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| 09.2019 – until furtherBusiness product owner chat-bot, scandinavian airlines Create strategy, drive implementation and development of SAS Chat-bot across all web channels. 03.2018 – currentprocess owner, scandinavian airlines Drive cost reduction and digitalization across areas of responsibility with data driven approach.  Responsible for short and mid-term channel strategy. |
| 01.2016 – 03.2018skill manager, scandinavian airlines High focus on working with continuous improvements using LEAN methodology. Responsible for implementation of best practices across areas of responsibility 10.2013 – 01.2016Super user, scandinavian airlines Training and quality responsible for Travel Agent support desk |

# Other relevant experience

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| 02.2019 – 2021Virtual assistance & knowledge database responsible, scandinavian airlines Ensure delivery and successful implementation VA and Knowledge database to reach business goals during system shift to Salesforce platform in Scandinavian Airlines customer service.  Project type: Agile hybrid |
| 03.2018 – currentBusiness lead SAS Sales and Service - GDPR project, scandinavian airlines Ensure GDPR compliant process implementation across SAS customer service, both. |

# Education

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| 2019 – 2020diploma in Full stack development, Code institute Primary focus: HTML5, CSS3, Python, and JavaScript along with Flask and Django Framework.  Secondary focus: UX Design, Agile way of working |
| 2001-2004TAllinn Technical high school, School |
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# Trainings & courses

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| 2019Salesforce Trailheads, salesforce llcNumerous different trailheads completed2017Initiating and plannign project, University of California, Irvine2017Lean training, sas ab |
| 2016SAS Leadership program, mindset ab |