

HAKANORCUN

SENIOR BUSINESS ANALYST

CONTACT

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Istanbul/Turkey

HARD SKILLS

Business Requirement Analysis
SRS,FR and User Story Preparation
SDLC
Agile/Scrum Project Management/Jira
Data Management SQL / Excel / Python
API Knowledge Postman/Swagger
UX/UI Design/Figma

SOFT SKILLS

Team and stakeholder management
Strategic thinking with problem solving
Working with global teams
Working in harmony
Customer&User oriented thinking
Telcom,E-commarce,Tax domain knowledge

EDUCATION

Computer Engineering

Kocaeli University

2015-2021

Science student

Sehit Mehmet High School

2010-2014

LANGUAGES

English Fluent

Turkish Native

PROFILE

Experienced and passionate Business Analyst with over five years of expertise in evaluating and enhancing business systems for renowned organizations. As a dedicated team member, I have successfully managed and achieved project goals, leveraging my in-depth understanding of software engineering concepts. Additionally, I bring valuable experience working collaboratively within global teams, contributing my skills to projects on an international scale.

WORK EXPERIENCE

Senior Business Analyst

Etiya Corp

2024-Present

- Work closely with the architect, design, development, and test teams to ensure the quality of the project.
- Work with analysis team of the Dhiraagu BSS / OSS project.
- Monitoring and analyzing the business needs of the customers, preparation of detailed documentation and reports for the software team
- Identify detailed business requirements and user stories, use cases, design screen mock up accordingly.
- Determining and tracking resolution of customer issues to increase customer satisfaction.
- Assist new product release activities.

Senior Business Analyst

Sovos EMEA

2022-2024

- Part of the development and product management team of APR product at Sovos, one of the best companies in the global market in tax technologies.
- Developing, overseeing, and maintaining complex tax content for a global VAT compliance software.
- Utilizing SQL, XML, and Excel featuring macros (VBA), and proprietary coding languages for the analysis of tax data, as well as converting tax regulations into functional algorithms.

Product Owner

solvemark.az

2022-2023

- Manage e-commerce projects from start to finish, coordinating requirements analysis, planning, implementation, testing and deployment.

Business Analyst

woohoobox.com

2021-2022

- Evaluating the user experience and navigability of the e-commerce platform and providing suggestions to contribute to website construction and development processes.

HAKAN ORCUN

SENIOR BUSINESS ANALYST

DHIRAAGU

dhiraagu.com.mv

As a Senior Business Analyst at Etiya, I played a pivotal role in the Digital Customer Relationship Management (CRM) Transformation Project for Dhiraagu, the leading Telecom Operator in the Maldives. My responsibilities included gathering and analyzing business requirements, ensuring they were accurately reflected in the project deliverables. I collaborated closely with stakeholders to define project scope and objectives, developed detailed documentation, and provided insights to optimize business processes. Additionally, I facilitated communication between technical teams and business units to ensure seamless integration of Etiya's lead-to-order products and analytics solutions.

ADVENCED PERIODIC REPORTING

sovos.com/vat/products/vat-reporting

I have been integral in the development, oversight, and maintenance of intricate tax content for a global VAT compliance software, APR (Advanced Periodic Reporting). My responsibilities extended to facilitating the deployment of APR in diverse environments. Leveraging my expertise in SQL, XML, Excel (featuring macros using VBA), and proprietary coding languages, I conducted thorough analyses of tax data. Additionally, I translated complex tax regulations into functional algorithms, contributing significantly to the software's robust capabilities.

SOLVEMARK

solvemark.az

Solvemark is an Azerbaijan-based e-commerce and digital marketing agency. I provided technical and marketing consultancy to the agency. Between 2022 and 2023, I helped more than 30 clients with their growth targets by realizing small and large web projects. Since the establishment of the company, I have contributed to the optimization of technical processes and business development processes.

WOOHOOBOX

woohoobox.com

I have played a crucial part in steering the development of an advanced multivendor sales platform, leveraging the robust Magento 2 framework. This intricate project encompassed the establishment of various sub-domains, incorporating facets such as cargo, payment, CRM integrations, and mobile applications. My dynamic involvement spanned diverse roles within the e-commerce startup, reflecting a commitment to excellence and adaptability.

Certificates

- Introduction to DevOps (IBM)
- Project Initiation: Starting a Successful Project (Google)
- Business Analysis Fundamentals (IIBA-Preparing)
- Google Digital Marketing Online Course (Google)
- UniChallenge 2019 | Digital Marketing (IAB)
- International Business Analysis Methodology and Techniques(BTK)

Referances

- Hüseyin AKCA - Director Global VAT at Sovos
 - Faruk DARILMAZ - Senior Business Analyst at Sovos
 - Nihal CAPAN - Agile Leader at Sovos
 - Melis Tüzel - Team Leader at Etiya
 - Azar Shirinov - Co-founder at Woohoobox
 - Rajola Dervishi - Senior Business Analyst at Sovos
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