HAKAN MERT ERTEM

BUSINESS ANALYST

mertertem.com

mertertem19977@gmail.com

Turkey, Istanbul, Basaksehir

+90 (506) 594 06 18

in/mert-ertem

ABOUT ME

Experienced business analyst specialized in Telco project, with expertise in project management and business analytics. Skilled in determining functional requirements (INVEST standards) and using Jira for projects structures. Strong in understanding customer needs, translating them into user stories, and analyzing UI/UX pages. Proficient in database management (Oracle DB, PostgreSQL) and collaborating with software teams for successful project outcomes. Dynamic, solution-oriented, and committed to continuous learning in an evolving environment. Previous software experience aligns well with current Business Analyst role and Technical Analyst spec.

EXPERIENCE

11/2022 – present

ETIYA
Specialist, Business Analyst

- Currently working on a complex Telco project (MAYA) for Bouygues Telecom, a telecommunications company based in France.
- Collaborating with global teams and utilizing Jira, Teams and Agile Scrum methodologies.
- Part of the Solution Development and Business Analyst team with 11 members.
- Internal and external meetings with co-workers, client and stakeholders.
- Responsible for determining functional requirements and preparing relevant documents.
- Creating technical diagrams (UML, Swimlane, Usecase) based on written functional requirements and UI pages.
- Developing mock-up pages to support the UI/UX team.
- Utilizing OracleDB and PostgreSQL for configuration tasks, operating DML, TCL, and DQL.
- I provide access to customer environments based on their needs and perform database operations. I also make developments in the database for 8-9 environments as required.
- Handling DDL operations and granting access permissions to the relevant team.
- Conducting functional tests for the tasks that have been developed.

01/2022 – 04/2022

TURKCELL GELECEGI YAZANLAR
Bootcamp Student – Android Kotlin

- During the Android Kotlin boot camp program, I actively participated both as an individual and as a member of a team to develop two applications: B2C shopping application and a travel guide application. For the development of these applications, we utilized the MVVM (Model-View-ViewModel) architectural pattern, ensuring efficient data handling and separation of concerns. Throughout the boot camp, we covered essential topics such as UI design, data binding, API integration, database management, and user experience optimization. The program provided valuable insights into the latest Android development practices and equipped me with the necessary skills to create functional and user-friendly mobile applications.

| 07/2016 – 08/2016 | **DELTACOM INFORMATION SYSTEM** |
| | **C# Developer** |

- Designed and developed a Hospital Appointment Automation System as a C# developer intern.
- Utilized C# programming language to build the system's functionalities.
- Implemented a user-friendly interface to facilitate appointment scheduling and management.
- Integrated a database system to store and retrieve appointment data efficiently.
- Ensured data security and privacy by implementing appropriate access controls.
- Implemented validation mechanisms to prevent input errors and maintain data accuracy.
- Incorporated date and time handling functionalities for efficient appointment scheduling.
- Designed and implemented features for appointment notifications to both patients and healthcare professionals.
- Collaborated with a team to gather requirements, plan the system's architecture, and conduct testing.
- Conducted regular code reviews and refactored the codebase for improved maintainability and readability.

| 02/2017 – 03/2020 | **AKADEMİ YUZME** |
| | **Swimming Coach** |

- Teaching swimming to all age groups and preparing customized programs.
- Ensuring discipline and tailoring programs to individual needs.
- Preparing students for competitions, instilling a sense of teamwork and unity.

EDUCATION

06/2021 – Graduate Date	**BEYKENT UNIVERSITY**
	Management Information Systems,
	Bachelor's Degree
09/2020	**ISTANBUL UNIVERSITY**
	Philosophy

SKILLS

BUSINESS ANALYSIS
- PostgreSQL
- JIRA
- Microsoft Office Programs
- Figma
- Agile&Scrum
- UML Diagrams
- Postman
- SOAP

SOFTWARE DEVELOPER
- Object Oriented Programming
- Javascript
- C#
- HTML&CSS
- Android
- Kotlin

HOBBIES

- Hiking, trekking, camping, rafting, fishing, swimming, canoeing, paddling, diving
- Playing board games and strategy games
- Watching film and listening music

CERTIFICATES

07/2023	**TM FORUM**
	Application Framework (TAM) Fundamentals

07/2023	**TM FORUM**
	Business Process Framework (eTOM) Fundamentals

07/2023	**TM FORUM**
	Customer Centricity Fundamentals

07/2023	**TM FORUM**
	Information Framework (SID) Fundamentals

07/2023	**TM FORUM**
	Open Digital Architecture Components Fundamentals

07/2023	**TM FORUM**
	TM Forum Open API Fundamentals

06/2016	**MUSTAFA AKGUL OZGUR YAZİLİM KAMPİ**
	Front-End Web Developer

06/2016	**KEY OF CHANGE CONSULTANCY&EDUCATİON**
	Team Building, Management, and Communication Skills

06/2016	**KEY OF CHANGE CONSULTANCY&EDUCATİON**
	Entrepreneurial Support, Finding Investors, and Presentation Preparation

06/2016	**KEY OF CHANGE CONSULTANCY&EDUCATİON**
	Finding Business Partners, Expanding Your Network, and Identifying Target Customers

06/2016	**KEY OF CHANGE CONSULTANCY&EDUCATİON**
	Product Positioning and Pricing

05/2015	**REPUBLİC OF TURKEY MİNİSTRY OF YOUTH AND SPORTS, GENERAL DİRECTORATE OF SPORTS, PRESİDENCY OF SWİMMİNG FEDERATİON**
	Swimming Level 1 Assistant Coach Certificate