

SERHAT TAŞ



SUMMARY

Senior Customer Experience Professional with expertise in documenting processes, developing frameworks, defining metrics and cultivating customer-centric culture. Proficient in designing innovative customer journeys, tracking pain & painpoints, and identifying root causes to optimize CX processes. Skilled in preparing impactful quarterly reports showcasing CX impact on business performance. Currently researching to contribute to human vulnerability management by identifying behavioral patterns based on cultural nuances from an anthropological perspective.

EXPERIENCE

Customer Success Manager
Barikat Cyber Security
12/2022-... (Continues) Istanbul

Customer Experience Senior Specialist
Türkiye Finans Participation Bank
08/2020-11/2022 (2y, 3m) Istanbul

Customer Experience Specialist
Türkiye Finans Participation Bank
12/2016-07/2020 (3y, 7m) Istanbul

EDUCATION

MSc in Computer Sciences **Işık University**
09/2023-03/2025 Cyber Security

MSc in Computer Sciences **Contech University**
09/2022-08/2023 Data Science

BSc in Social Sciences **Vienna University (Erasmus)**
02/2014-08/2014 Digital and Cyber Anthropology

BSc in Social Sciences **Istanbul University**
09/2011-08/2015 Social and Biological Anthropology

CERTIFICATES

Design Thinking Methodology
Istanbul Boğaziçi Institute - 11.2023

ISO 27001:2022 Information Security Management Systems (ISMS)
Istanbul Gedik University - 08.2023

ISO 10002:2018 Customer Satisfaction (CSAT)
Istanbul Gedik University - 07.2023

Data Analysis with Python
Data Mastery Academy - 12.2022

English Language Certificate (C1 Level)
American Life Language Institute - 04.2016

AWARDS

Sustainability in Customer Experience (5th CX Awards Turkey)
Türkiye Finans Participation Bank - 11.2022

CONTACT DETAILS

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Website: serhattas.com

PERSONAL DETAILS

Date of Birth: 28.02.1990
Graduation: University (MSc)
Marital Status: Single
Military Service: Completed
Driving License: A, B
Smoking Status: Non-smoker

LANGUAGES

Turkish: Native
English: Advanced (C1)
Arabic: Intermediate (B1)
German: Elementary (A1)

SKILLS

MS Office: Word, Excel, Powerpoint, Outlook
Data Science: Tableau, Power BI, NumPy
CX Tools: Qualtrics, Next4biz, Cloud4feed
Coding: Python, SQL, HTML, CSS, PHP

REFERENCES

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