SAFAK CELIK

Software Developer | Python | Backend | AI & NLP

Sofia, Bulgaria | +359 895 117 388 | safakeficelik@gmail.com | safuak.xyz | github.com/safuak

PROFESSIONAL SUMMARY

Computer Science graduate and Software Developer with hands-on experience in Python, backend development, REST APIs, AI-powered applications, Natural Language Processing, technical support, CRM systems, and Linux environments. Built production-oriented software including multilingual sentiment analysis systems, financial management platforms, automation tools, Discord applications, and embedded-system projects. Experienced in developing scalable applications, troubleshooting software issues, analyzing technical logs, integrating APIs, and supporting customer-facing systems. Quick to learn unfamiliar technologies and comfortable growing into new tools and systems through hands-on development and structured problem solving. Currently pursuing an MSc in Business Management & Marketing, combining a strong technical foundation with an understanding of business processes, customer behavior, and product operations.

CORE COMPETENCIES

Python Development | Backend Development | Software Engineering | Full-Stack Development | RESTful APIs | API Integration | Artificial Intelligence | Machine Learning | Natural Language Processing | Sentiment Analysis | Text Classification | Model Evaluation | Technical Support | Application Support | Troubleshooting | Linux | CRM | Customer Segmentation | Automation | Async Programming | System Integration | Data Analysis | Process Improvement

TECHNICAL SKILLS

Programming: Python, JavaScript, C++
Backend & APIs: Flask, Node.js, REST APIs, RESTful API Development, API Integration, JSON, HTTP, Async Programming
Frontend: React.js, JavaScript, HTML5, CSS3
AI & Data: Artificial Intelligence, Machine Learning, NLP, Sentiment Analysis, Text Classification, Named Entity Recognition (NER), Text Summarization, Toxicity Detection, KeyBERT, Time-Series Forecasting, Model Evaluation, Accuracy, Precision, Recall, F1 Score, Data Processing
Databases: MongoDB, Database Management
Software Engineering: Object-Oriented Programming (OOP), Software Development, Debugging, Troubleshooting, Git, GitHub, Version Control, API Design, System Integration
Systems & Tools: Linux, openSUSE, Arduino, CRM Systems, Ticketing Systems, Game Modding, Embedded Systems
Skill level note: Experience ranges from production use to project-based working knowledge. I am comfortable learning unfamiliar systems quickly and actively deepen new technologies through hands-on projects.

PROFESSIONAL EXPERIENCE

TELUS International - Online Game Specialist / Technical Player Support

Sofia, Bulgaria | 2024-2026

- Improved technical issue resolution, measured through successful case handling and escalation readiness, by analyzing crash logs, investigating software-related problems, reproducing issues, and applying structured troubleshooting procedures.
- Improved support consistency across player-facing cases, measured through complete CRM case histories and actionable escalations, by documenting symptoms, troubleshooting steps, technical findings, and resolution outcomes in CRM and ticketing systems.
- Increased the quality of complex-case investigations, measured by the completeness of technical information provided to escalation teams, by combining log analysis, root-cause investigation, user-reported symptoms, and software troubleshooting.
- Supported customer-facing gaming operations, measured through successful handling of account, software, launcher, and game-related cases, by delivering technical support and coordinating issue resolution across internal workflows.

Bet Casino - Marketing / IT / CRM Specialist

2024-2025

- Improved customer segmentation quality, measured through more targeted CRM audiences, by analyzing player behavior, account activity, campaign data, and customer characteristics.
- Supported customer-retention initiatives, measured through segmented CRM campaigns and retention workflows, by combining behavioral analysis with targeted promotions and customer lifecycle strategies.
- Improved campaign execution, measured through coordinated marketing and bonus operations, by working across CRM, marketing, and technical systems to configure and support promotional activities.
- Increased operational efficiency between marketing and technical teams, measured through smoother campaign and system workflows, by supporting IT-related tasks, CRM processes, and internal system improvements.

SUSE - Technical Internship, Linux / Software

2023

- Strengthened Linux administration and development skills, measured through completed system-level tasks and technical exercises, by working directly with openSUSE/Tumbleweed environments, command-line tools, and Python.
- Improved troubleshooting capability in Linux environments, measured through successful investigation of system-level tasks, by using command-line utilities, system tools, logs, and structured problem-solving techniques.
- Expanded software-development experience, measured through completed scripting and technical assignments, by combining Python development with Linux-based workflows.

Bet Casino - Customer Support Specialist, Chat & Email

2022-2024

- Improved customer issue resolution, measured through successful handling and escalation of account, payment, and game-related cases, by providing live-chat and email support across customer-service workflows.
- Improved ticket traceability, measured through complete customer interaction histories, by documenting requests, troubleshooting actions, resolutions, and escalation details in CRM systems.
- Supported customer retention and satisfaction, measured through successful issue handling across repeated customer interactions, by providing clear communication and structured resolution of account and service-related problems.

Turk Telekom - Customer Operations Assistant

2018-2021

- Supported telecom customer-service operations, measured through accurate processing of customer requests, by assisting service teams with customer communication, operational workflows, and issue handling.

Evolution - Live Casino Dealer / Game Presenter

Sofia, Bulgaria | 2026-Present | Optional for technology-focused applications

- Maintained operational accuracy in a high-volume live gaming environment, measured through compliance with game procedures and table-control requirements, by executing standardized processes under strict timing and quality-control conditions.
- Supported reliable live operations, measured through consistent adherence to internal procedures, by following compliance, responsible gaming, security, and operational standards.

SELECTED SOFTWARE & AI PROJECTS

AI-Based Multilingual Sentiment Analysis Platform

- Built a multilingual AI-powered sentiment analysis web application, measured through real-time text classification and multilingual processing capabilities, by integrating NLP models into a Python-based web platform.
- Improved model-evaluation reliability, measured using accuracy, precision, recall, F1 score, and inference latency, by implementing structured model testing and performance-analysis workflows.
- Expanded the platform beyond sentiment classification, measured through multiple text-analysis capabilities, by integrating Named Entity Recognition, toxicity detection, text summarization, keyword extraction, and text-processing functionality.
- Improved analysis of long-form content, measured through successful processing of larger text inputs, by implementing text chunking, batch processing, and automated evaluation logic.

Technologies: Python, Flask, AI, Machine Learning, NLP, Sentiment Analysis, Text Classification, NER, KeyBERT, Toxicity Detection, Text Summarization, Model Evaluation, REST APIs

Intelligent Personal Finance System

- Built a full-stack financial-management platform, measured through integrated expense tracking, forecasting, categorization, dashboards, and alerts, by developing interconnected frontend, backend, and data-processing components.
- Improved expense organization, measured through automated transaction categorization, by implementing NLP-based expense classification and structured financial-data processing.
- Added predictive financial insights, measured through generated future-value estimates, by implementing time-series forecasting on historical financial data.

Technologies: Full-Stack Development, Python, Flask, JavaScript, REST API, MongoDB, NLP, Data Analysis, Time-Series Forecasting

Discord Multi-Bot Platform

- Supported a community of 1,500+ users, measured through production usage across 18 active Discord bots, by developing and maintaining a scalable multi-bot architecture.
- Improved platform maintainability, measured through centralized management of 18 production bots, by building a web-based administration panel for system monitoring and control.
- Automated community operations, measured through AI chat, ticket-management, moderation, and utility workflows, by developing specialized bots for multiple operational functions.
- Improved real-time performance across simultaneous bot workloads, measured through continuous multi-bot operation, by implementing asynchronous event-driven architecture in Python.

Technologies: Python, Discord.py, Async Programming, Automation, Event-Driven Architecture, AI Integration, Backend Development

Streams Watcher Discord Bot

- Automated live-stream monitoring, measured through automatic detection and notification of selected stream events, by building a Python-based Discord bot with asynchronous monitoring tasks.
- Reduced the need for manual stream checking, measured through automated real-time notifications, by integrating external stream information with Discord notification workflows.

GitHub: github.com/safuak/streams-watcher-discordBOT | Technologies: Python, Discord.py, Asyncio, API Integration, Automation

Arduino & Embedded Systems Projects

- Developed embedded-system prototypes, measured through successful sensor-driven automation tasks, by integrating Arduino hardware, sensors, microcontrollers, and programmable control logic.
- Improved hardware-software interaction, measured through automated physical responses to sensor inputs, by developing C++-based control logic and embedded workflows.

Technologies: Arduino, C++, Embedded Systems, Sensors, Microcontrollers, Automation, Hardware-Software Integration

EDUCATION

Technical University of Sofia - MSc in Business Management & Marketing

2026-Present

Relevant areas: Business Management, Marketing, Customer Behavior, Business Strategy, Project Management, Process Improvement.

Technical University of Sofia - BSc in Computer Science Engineering

2021-2025

Relevant areas: Software Engineering, Programming, Algorithms, Data Structures, Databases, Artificial Intelligence, Computer Systems, Web Development.

Lalashinpasha MTAL High School, Turkey - Computer Programming & Web Design

2014-2018

LANGUAGES

Turkish: Native | English: B2 - Professional Working Proficiency | Bulgarian: B2 - Professional Working Proficiency

INTERESTS

Artificial Intelligence & Machine Learning | Backend & Full-Stack Development | Game Modding | Embedded Systems | Automation