Batur Bıktım

AI Automation & Conversational AI Specialist

Malta · linkedin.com/in/biktim · baturbiktim.com

SUMMARY

Conversational AI and automation specialist with 4 years of experience building LLM-powered conversational systems across global channels. I design scalable pipelines using Python, REST APIs, prompt engineering, vector retrieval (RAG) and intent classification, and language-agnostic multilingual workflows that feel native rather than translated. I turn raw bot data into technical standards, refine model behavior, and partner with Product, Engineering and Data teams to scale automation that works.

EXPERIENCE

Senior Content Specialist · BPO / vendor

Saint Julian's, Malta · Jan 2025 – Present

- **Chatbot optimization & conversational AI:** own the bot reporting, containment and intent reviews; build and refine bot flows, transfer-to-agent logic, API calls that fetch information, fallbacks and A/B tests; build business cases to refine automated flows.
- **Multilingual flows:** built and maintained flows by hand in 10+ languages.
- **Help Centre & knowledge management:** optimize Help Centre content using visitor insights; create and maintain FAQ content for agents and end-users; help design Help Centre pages.
- **Training & leadership:** lead training materials and documentation; supervise and mentor Content Specialists; work with department managers on data analysis to improve content strategy.

Content Specialist (Chat and Email Bot Specialist) · BPO / vendor

Malta · Sep 2020 – Jan 2024

- Analyzed automated conversations across chat, email and Zendesk messaging bots; trained bots with NLU databases to improve accuracy and understanding.
- Created automations and trigger rules, worked with APIs to integrate and enhance bot functionality, and built dashboards in Zendesk Explore to track key metrics.
- Managed content tickets in Jira with workflows and automation rules; curated Help Center content; supported training documentation.

Mac + iOS Tier 1 Chat Advisor / Wellness Champion / Mentor · Apple

Istanbul, Turkey · Jun 2016 – Oct 2020

- Resolved customer problems and proposed continuous-improvement ideas; created complex chat macros/shortcuts used company-wide; trained new employees; created wellbeing content as Wellness Champion.

Earlier roles (2005 – 2016)

Assistant Case Manager, REMED Assistance · Employee Support Advisor, AvitaTR · Tier 1, Xerox · sales and service roles in Istanbul, Cambodia and France, including Store Manager at a Turkcell Extra dealer (2007 – 2009).

SKILLS

Conversational AI · Automation engineering · Agile project management · Python · REST APIs · Prompt engineering · RAG · Intent classification · NLU training · Zendesk (admin, Explore, messaging bots) · Jira · Google Sheets

EDUCATION

Istanbul Technical University — Chemistry, 2008 – 2014
Relevant coursework: Forensic Chemistry · Gender Studies

COURSES & CERTIFICATES

- The Product Management for AI & Data Science Course — Udemy, Oct 2026
- The Complete AI Guide: Learn ChatGPT, Claude & Generative AI — Udemy, Jun 2026
- The AI Engineer Course 2025: Complete AI Engineer Bootcamp — Udemy, Nov 2025
- DP-203 – Data Engineering on Microsoft Azure — Udemy, Nov 2025
- Microsoft Power BI Desktop for Business Intelligence — Udemy, Oct 2025
- Training for Zendesk Administrators — Udemy, Jan 2024
- Learn JIRA with real-world examples (+Confluence bonus) — Udemy, Sep 2023

LANGUAGES

Turkish (native) · English (full professional) · Italian, Spanish, French (limited working)