

# Cem Kesisoglu

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## EDUCATION

### University of Toronto

09/2019 – 05/2024 | Toronto, Canada

BASc Industrial Engineering | Final Year GPA: 3.78

## SKILLS

**Analytical Skills** – Agile Methodology, Algorithm Design, Back-End Development, Data Science, Database Management, Forecasting, Machine Learning, Optimization, Risk Assessment, UI/UX Design, Simulation

**Organizational Skills** – Adaptability, Attention to Detail, Critical Thinking, External & Internal Communication, Problem Solving, Project Management, Time & Pressure Management

**Programming Languages & Modules** – Java, Python, SQL, R, VBA, AMPL, JPA, Gurobi, numpy, sklearn, pandas, pymc

**Software** – Excel, Access, Salesforce, JD Edwards, Visio, Tableau

**Languages** – English [native], Turkish [native]

## PROFESSIONAL EXPERIENCE

### Mortgage Process Improvement Capstone

08/2023 – 04/2024 | Toronto, Canada

CIBC

- Focused on **enhancing efficiency** in the Mortgage Advisor Channel with a \$263 billion portfolio.
- **Improved** the current state process map through qualitative and quantitative data analysis.
- **Determined** pain points through **DMAIC** methodologies such as **root cause analysis** and **Pareto** analysis.
- **Organized** and **led** events **Kaizen** sessions, conducted **SIPOC** analysis and **VOC** meetings.
- Generated **feasible** and **effective** solutions and charted an implementation plan.

### Continuous Improvement Co-op

07/2022 – 08/2023 | Toronto, Canada

ATS Automation

- Developed **30+** DVM **dashboards** and **450+** automated **reports** in **Salesforce** to support different sales and services teams throughout the organization and to inform upper management through a high-level view.
- Oversaw error identification and resolution of the sales forecast data, **resulting in substantial savings**.
- Spearheaded processes and refined process maps using **Visio** for **Kaizen's** and automation, **reducing workload**.
- Conducted **data analysis** through **Salesforce**, **Excel** and **JD Edwards** to assist various stakeholders.

## PROJECT EXPERIENCE

### Project Leader: Consumer Information Site Development

09/2023 – 12/2023

Software Architecture & Website Design

- Successfully **led** the project with **7 team members** and **3 teams**.
- **Coordinated** communication, deadlines and alignment between the **back-end**, **front-end** and **client-facing** teams.
- Compiled **SQL** database using **SQLite** and successfully **implemented repositories**, **entities** and **controllers** using **JPA**.
- Conducted **unit** and **acceptance testing** through **exploratory** and **automated** tests.

### Project Leader: DoubleTree Hotel Process Improvement

09/2023 – 12/2023

Organization Architecture & Process Improvement

- Successfully **led** the project with **6 team members**. Created time-tables, coordinated meetings and ensured alignment.
- **Determined** process imperfections through **Root-Cause Analysis**, and **Pain-Gain Analysis**.
- **Generated** recommendations for **current state** processes and evaluated **future state** processes against **KPIs**.

### Project Leader: Game Purchase Decision Support System

09/2023 – 12/2023

Machine Learning & Optimization

- **Determined correlation** between videogame attributes of the Steam Web API database through **EDA** in **Python**.
- **Predicted** game attributes through **binary classifier CART** models utilizing the Steam and Twitch datasets.
- **Recommended** game purchases using knapsack models, and randomly distributing preferences for added realism.

## INTERESTS

Tennis | Book Collecting | Video-games | Reading (Sci-fi, Non-Fiction, Fantasy)