

Togay Tunca

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SUMMARY

A versatile operations manager and consultant with over 22+ years of experience in managing business operations, hotel management, and technology applications across diverse sectors, including security, tourism, hospitality, construction, and more. Skilled in overseeing complex projects, optimizing systems, and leading large teams in multicultural environments.

With a strong focus on continuous improvement, I am currently expanding my knowledge in software development, AI, data analytics, and predictive modeling to drive informed decision-making, streamline processes, and enhance organizational performance.

Passionate about integrating Generative AI and data-driven insights into business practices, I aim to leverage these tools to optimize efficiency, improve decision-making, and foster innovation across various functions. Seeking a dynamic role where I can combine my extensive domain expertise with evolving technical skills to make a meaningful impact in a forward-thinking organization.

KEY STRENGTHS & COMPETENCIES

Category	Skills
Interpersonal & Management	Demonstrated expertise in diverse fields, multicultural proficiency, problem-solving, adaptability, critical thinking, and possessing a strong analytical mindset Expertise in coaching and mentoring, recruiting and assessment, project management.
Learning & Strategy	Self-motivated autodidact with a strong orientation toward lifelong learning, a growth mindset, expertise in strategic planning, and experience in policy and procedure development.
Security & Risk	Expertise in corporate security, system and process assessment, risk assessment and management, security technology evaluation, loss prevention, investigations and surveillance, and security operations.
Development & Developing Tech	Developing expertise in software development, data analysis, artificial intelligence: machine learning, generative AI: Large Language models, model providers.

PROFICIENCIES

-Technical

Category	Skills
Operating Systems	Experienced with operating systems including Microsoft Windows 10, Linux (Ubuntu), and macOS.
Security Systems	Expertise in surveillance, access control, and the integration of physical and electronic protection systems.

Category	Skills
Programming	Proficiency: Intermediate+ level with substantial practical experience in Python development.
Frameworks	Proficiency: Various Level of proficiency and hands-on experience: FastAPI, LangChain, Langgraph, CrewAI, Huggingface, Pydantic, Pydantic-ai, SQLAlchemy ORM, Docker, Django
Large Language Models - LLMs	Proficient in and possess hands-on experience with leading AI platforms and frameworks, including OpenAI, Ollama, Hugging Face, Anthropic, Groq, and Llama.
Cloud Computing	Proficiency: Entry-level practical experience with cloud platforms, including AWS, Google Cloud Platform (GCP), IBM Cloud, and Microsoft Azure.
AI/Machine Learning Libraries	Possess varying levels of proficiency and hands on experience with Scikit-learn, Pandas, and NumPy, with an eagerness to refine and expand expertise in these tools.
Business Software	Proficiency: Varying levels of expertise with MS Office Suite (Excel, Word, Access, PowerPoint, Outlook), Fidelio, ERP, and CRM systems.
Other Areas- Integrated	Other Areas of Expertise: Integrated management experience with a strong foundation in casino gaming and security, physical security management, hotel management, food and beverage management, health and safety, consultancy, leadership, training, customer relations, hospitality management, corporate communication, and loss prevention.

PROFESSIONAL EXPERIENCE

- Projects-Noteworthy

Category	Projects	Scope-Description
Security Management & Consultancy	- U.S. Embassy NOX Housing Project Sanaa, Yemen	Security Management. Coordinating personnel and material vetting and routine operations. Emergency management.
	- U.S. Embassy Phillipines construction project	Administrative manager and Security Manager
	- Istinye Park Mall, Akmerkez Mall, Astoria Mall, Gordion Mall–	Comprehensive expertise in security systems setup across pre- and post-implementation phases, encompassing recruitment, training, and consultancy services.
	- Ikiz Kuleler-Ankara	Security Consultancy Services

Category	Projects	Scope-Description
	<ul style="list-style-type: none">- Koc Holding, Dogus Group	Security Consultancy Services
	<ul style="list-style-type: none">- Pronet Security and Services	Strategically planning and executing operational systems and organizational optimization initiatives, including executive staff training and preparing the organization to accommodate a fourfold growth in personnel over two years. Offering comprehensive consultancy and operational services.
	<ul style="list-style-type: none">- Marti Resort Hotel, Marti Myra Hotel,- Kempinski Hotel Residence	Security Management, Consultancy services
Software Dev-AI-LLM	Training:	
	<ul style="list-style-type: none">- Data Analysis-Predictive modeling for crime rates and security incidents, Customer segmentation and behavior analysis, Employee Retention Prediction etc.	Demo toy projects for training in machine learning implementations.
	Personal Software Development Demo Projects:	
	<ul style="list-style-type: none">- security_analytics_1124_v1	It provides advanced security analytics and reporting capabilities for analyzing and monitoring security-related data.
	<ul style="list-style-type: none">- casino_surveillance_operations_1024_v2:	This API supports casino surveillance operations by enabling real-time data analysis and operational insights.
	<ul style="list-style-type: none">- ai_profile_knowledge_creator_0125_E002:	API focuses on generating and managing AI-driven knowledge profiles for various applications.
	<ul style="list-style-type: none">- ai_fast_local_rag_knowledge_0125_E001:	API provides fast and efficient local retrieval-augmented generation (RAG) knowledge capabilities.
	<ul style="list-style-type: none">- ai_fast_pdf_qa_report_local_1224_G005:	An API which handles PDF-based question-and-answer operations and generate QA reports locally
	<ul style="list-style-type: none">- ai_fast_crew_planning_estimation_1224_G003:	This API specializes in planning and estimating tasks with resource management.

- Professional Timeline

Period	Role	Company	Key Achievements
May-Present	Independent Consultant-Gen AI Development and Training	Self	- Focused primarily on developing and training in software development and Generative AI technologies as an independent consultant, while working on personal projects such as AI-driven systems for surveillance and KPI tracking. Acquired extensive expertise in Generative AI models and their practical applications across diverse industries.
Feb-May 2023	Surveillance Manager	Nima Group of Companies / Club Royal Caribbean	- Surveillance Systems upgrade in relation to gaming security to improve incident detection accuracy . - Reduced blind spots by 90% .
Jan-Feb 2023	Independent Consultant- AI Training	Self	- During the COVID-19 pandemic, I shifted my focus to self-development, dedicating time to advanced training in Generative AI and completing over 40+ specialized courses . In parallel, I worked on personal projects, including AI-driven casino surveillance systems and KPI tracking, further honing my expertise in AI models, and their practical applications across various industries.
June-Jan 2018	Admin Mgr/SSM/Site Security Mgr/Chief of HR - U.S. EMBASSY Project	Zafer Construction Co./Framaco Philippines Inc.	- Managed all administrative aspects of the project launch, including personnel and company vetting, housing and utility contracts, vendor selection and assessment, and the recruitment of over 900 skilled workers . Successfully achieved 100% staffing requirements ahead of schedule, ensuring seamless project initiation.
Nov 2015-May 2017	Consultant - Analyst	ISCD Security Consultancy	- Led in-depth security risk assessments and produced detailed consultancy reports for projects. Developed and implemented an enhanced risk assessment model, resulting in improved detection accuracy and greater reporting efficiency .
Oct-Dec 2016	Independent Consultant - Market Analysis	Zafer Construction Co.	- Conducted in-depth market analysis. - Gathered and assessed data. Pre-Project phase in Phillipines.
Nov 2012-Feb 2015	SSM - Site Security Manager - U.S. EMBASSY Projects	Zafer Construction Co.	- Coordinated security operations on two construction sites. - Led the coordination of emergency response protocols during a period of heightened civil unrest in Sana'a , Yemen, ensuring the safe evacuation of all personnel without any loss of life or injuries.
Jul-Nov 2012	Surveillance Manager	Pasha Group Casino Pegasus	- Designed and executed security surveillance CCTV setup. - Implemented surveillance operations.
Nov 2010-Jan 2012	SSM-Site Security Manager - U.S. EMBASSY Project	Zafer Construction Co.	- Managed security operations for the contractor company, including personnel vetting, with zero security breaches . Led incident investigations and coordinated emergency response efforts to ensure swift and effective resolution
Jul-Nov 2010	Surveillance Manager	Princess Casinos	- Assisted in designing and implementing Casino Surveillance Systems Setup.

Period	Role	Company	Key Achievements
Apr 2006-Feb 2010	Consultant/Operations Mgr/Area Mgr/Project Mgr	Pronet Security and Consultancy	<ul style="list-style-type: none"> - Re-engineered the company's operational workflow in Istanbul to support a significant increase in both project volume and staff capacity. Successfully implemented and optimized processes across Operations, Human Resources, Training, Reporting, Auditing, Inspections, Data Collection, and Software Planning. Achieved a 400% workforce expansion within two years.
Sep 2008-Sep 2009	Independent Security Consultant	Pronet Security and Consultancy	<ul style="list-style-type: none"> - Enhanced incident reporting efficiency by 500% and reduced security vulnerabilities by 50%.
Mar-Dec 2005	Assistant Hotel Manager	Marti Resort Hotel	<ul style="list-style-type: none"> - Coordination of department heads and tracking unit sales and budget and reporting.
Nov 2004-Mar 2005	Consultant	Pronet Security and Consultancy	<ul style="list-style-type: none"> - Conducted consultancy projects for Akmerkez Shopping Mall and various hotel projects, including risk assessments, security surveys, and detailed reporting.
Apr 2003-Nov 2004	Security Manager	Marti Resort Hotel	<ul style="list-style-type: none"> - Achieved "Department of the Year" award. - Improved security performance evaluation efficiency, reduced security incidents. - Enhanced security measures. - Improved overall security posture.
Dec 2003-Feb 2004	Project Based Consultant	Pronet Security & Consultancy-HSBC Recovery Project	<ul style="list-style-type: none"> - Led a team of 40 security officers on a follow-up recovery project. - Assisted senior consultants in the preparation of Area file, Threat Assessment, Emergency and Routine operational procedures.
Jan-Aug 2002	Surveillance and Security Manager	Casino Astoria	<ul style="list-style-type: none"> - Improved surveillance coverage. Trained staff.
Jul-Dec 2001	Surveillance Executive	Star Cruises	<ul style="list-style-type: none"> - Led a team of non-supervisory staff.
Jun 1997-Jul 2001	Surveillance Manager	Casino Blindo	<ul style="list-style-type: none"> - Enhanced data processing efficiency by presenting compelling evidence to senior management, demonstrating the significant improvements in incident detection and deterrence capabilities. Successfully persuaded them to upgrade the surveillance system, leading to more effective security operations.
Jun 1992-1995	Dealer-Inspector-Surveillance Operator-Surveillance Executive	Emperyal Casinos	<ul style="list-style-type: none"> - Progressed from Dealer to Surveillance Executive. - Successfully persuaded management to upgrade the surveillance system, leading to more effective security operations.

EDUCATION & CERTIFICATIONS

- Academic Education

Institution	Category	Skills - Achievements
University	Computer Programming	- Enrolled in the Computer Programming program at Anadolu Açıköğretim University in Eskişehir, Turkey. However, I did not complete the program as I found its structure and content did not align with my professional goals. As a result, I redirected my focus to more specialized coursework and hands-on projects in the field that provided greater value and better suited my career aspirations.
University-Vocational	Tourism and Hotel Management	- Associate degree, GPA: 3.04/4, University of Mugla Ortaca, Mugla, Turkey - May 2009 - Achieved Honors in both semesters: - First Semester: Ranked top of the class with Honors - Second Semester: Completed with Honors
High School-Vocational	Tourism Hotel Management	- Private Altunizade Tourism and Hotel Administration School Istanbul Turkey – 09-1993
High school	Regular	- Washington High School U.S.A. Washington D.C.

- Professional Certifications

Category	Provider	Certifications
Software Dev	IBM	C-Python for Data Science, AI and Development C-Developing AI Applications with Python and Flask C-Application Development using Microservices and Serverless C-Getting started with Git and Github C-Application Security for Developers and DevOps Professionals- C-Hands on Introduction to Linux Commands and Shell Scripting- C-Introduction to Containers w/ Docker, Kubernetes & OpenShift
	Coursera-Codio	C-Select Topics in Python: Packaging C-Object-Oriented Python: Inheritance and Encapsulation
	Udemy	C-Advanced OOP with python. Beyond the basics C-Write clean code by using SOLID design principles in Python
	DUKE University	Building Cloud Computing Solutions at Scale Specialization (4 Courses) -Certified C1-Cloud Computing Foundations C2-Cloud Virtualization, Containers and APIs C3- Cloud Data Engineering C4-Cloud Machine Learning Engineering and MLOPS

Category	Provider	Certifications
Web Applications for Command Line Tools for Data Engineering		
	Deeplearning.ai:	C-Neural Networks and Deep Learning, C-Improving DNN Hyperparameter Tuning, Regularization and Optimization C-Structuring ML Projects C1-ChatGPT Prompt Engineering for Developers C2-LangChain for LLM Application Development C3-Building Systems with the ChatGPT API C4-LangChain Chat with Your Data C5-Finetuning Large Language Models C6-Understanding and Applying Text Embeddings C7-Prompt Engineering with Llama 2&3 C8-Multi AI Agent Systems with crewAI C9-AI Agents in LangGraph C10-Introduction Multimodal Llama 3.2 C11-Building Generative AI Applications with Gradio C12-Reasoning with o1 C13-Practical Multiagents and advanced Use Cases with crewAI C14-Building toward Computer Use with Anthropic C15-Building Agentic Rag with Llamaindex C16-How Business Thinkers Can Start Building AI Plugins With Semantic Kernel
AI/ML		
	IBM	IBM Applied AI Specialization (6 courses) IBM - Cognitive Class C-Data Visualization with R - C-Statistics 101 - IBM Badge C-R 101 C-Build a Chatbot to Analyze PDF Documents Using LLM C-Summarize Your Private Data with LLMs & Generative AI C-Crete a Vector Database with Open-Source C-The art of Prompt Engineering C-Predictions: Regression for Car Mileage and Diamond Price IBM Data Science Professional Certificate (9 courses) C-Data Analysis with Python C-Machine Learning with Python
	Google Cloud	Generative AI with Vertex AI: Prompt Design Generative AI with Vertex AI: Getting Started
	Coursera - Stanford University	Machine Learning Specialization - Stanford-DeeplearningAI C1-Supervised Machine Learning: Regression and Classification – Certified and Graded

Category	Provider	Certifications
Security	Coursera Guided Projects	C-Predictive Modeling with Azure Machine Learning Studio C-Statistical Data Visualization with Seaborn C-Exploratory Data Analysis with Seaborn C-Create Interactive Dashboards with Streamlit and Python C-Machine Learning Pipelines with Azure ML Studio C-Build a Machine Learning Web App with Streamlit and Python C-Automatic Machine Learning with H2O and Auto ML C-Machine Learning with H2O Flow C-Predictive Analytics for Business with H2O in R C-Predict Employee Turnover with scikit-learn C-Unsupervised Machine Learning for Customer Market Segmentation
	Workera	Workera Assessment Certifications – Certified and Graded AI Literacy Assessment AI Fluency Assessment
	ASIS	- Physical Security Professional (PSP) Online Courses - No Certification- Training courses C1- Threat, Vulnerabilities, Risk Assessment C2- Physical Security Survey C3- Physical Protection Systems: Exterior Applications C4- Physical Protection Systems: Interior Applications C5- Physical Protection Systems Integration C6- Physical Protection Systems Implementation C7- Security Project Management C8- Installation & Operational Considerations ASIS - Stam Interactive Online Courses- - Certification-graded C1-Access Control System, C2-IP Networking, C3-CCTV + Digital Video, C4-Basic Electricity • ASIS Webinar Certifications-Certification of Completion C-Advantages of Wireless for Commercial Security C-Behavior Detection and Assessment Protecting Mall of America C-Best Practices in Security Training and Learning Programs C-CPTED-Designing Out of Crime 3 C-CPTED- Stop Talking About It and Live It C-Updates in CPTED; Strategies for the 21st Century C-Identify and Research Threats via Open- Source Intelligence C-Improving your Video Surveillance Effectiveness] C-IoT Internet of Things-Wolf in Sheep's Clothing
	Goverment	Private Security Training Certificate (06-Nov-2009)

Category	Provider	Certifications
	Coursera - University of Maryland	C1-Understanding Terrorism and Terrorism Threat- Certified-Graded
Other Areas		Management, Casino Gaming and Security, Physical Security Management, Hotel Management, Food & Beverage Management, Health and Safety, Consultancy, Leadership, Training, Customer Relations, Hospitality Management, Corporate Communication, Loss Prevention

- Languages

Turkish: Native.

English: Advanced-Native

German: Elementary

Romanian: Elementary

ADDITIONAL INFORMATION

Military Service: Completed

Nationality: Turkish

Date of Birth: January 18, 1973

Marital Status: Single

Personal: I am a cat person who loves the nature and the meditaranean. Swimming is my choice of sports.