

TOGAY TUNCA

Casino Surveillance Manager | Security Consultant | AI Software Developer

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PROFESSIONAL SUMMARY

Dynamic **Casino Surveillance Manager** and **Security Consultant** with 24+ years of international experience spanning casino operations, corporate security, and hospitality management across **Turkey, Romania, Guatemala, Yemen, Philippines**. Currently leveraging expertise in **Generative AI and software development** to create innovative surveillance and security solutions.

Core Expertise: Casino surveillance systems, security risk assessment, multi-site operations management, AI-powered analytics, and full-stack development with Python/FastAPI. Skilled in overseeing complex projects, optimizing systems, and leading large teams in multicultural environments.

Unique Value Proposition: Bridge traditional security operations with cutting-edge AI technology to enhance surveillance effectiveness and operational efficiency. Passionate about integrating Generative AI and data-driven insights into business practices to optimize efficiency, improve decision-making, and foster innovation.

KEY COMPETENCIES

Casino & Surveillance Operations

- CCTV surveillance system design and implementation
- Gaming security protocols and incident detection
- Real-time monitoring and threat assessment
- Surveillance team leadership and training

Security Management & Consulting

- Corporate security strategy development
- Physical security system integration
- Risk assessment and vulnerability analysis
- Emergency response coordination
- International project security management

AI Development & Technology

- Python development with FastAPI for AI-powered applications
- Large Language Model integration (OpenAI, Anthropic, Hugging Face)
- AI agent frameworks (LangChain, LangGraph, CrewAI)
- Cloud platforms and containerization (AWS, GCP, Docker)
- Database management and data processing tools

Leadership & Operations

- Multicultural team management (900+ personnel)
- Strategic planning and process optimization
- Training program development
- Vendor assessment and contract negotiation

PROFESSIONAL EXPERIENCE

- Independent Consultant - Generative AI Development | June 2023 - Present

Self-Employed

- Developing AI-powered surveillance and security analytics solutions
- Created 20+ specialized APIs including (under development) casino surveillance and security operations and analytics platforms
- Focused on integrating LLMs with traditional business processes for efficiency and optimization

- Key Projects:

- `casino_surveillance_operations_1024_v2`: (under-development) Analytics API
- `ai_fast_local_rag_knowledge_1224_E001`: Enhanced local RAG knowledge system
- `ai_graph_parallel_market_research_0525`: Parallel processing market research analytics
- `ai_graph_business_strategy_0525`: AI-powered business strategy development platform
- `ai_graph_medical_rag_0525`: Medical knowledge retrieval and analysis system
- `ai_profile_knowledge_creator_0125_E002`: AI-driven knowledge profile generator
- `ai_fast_crew_planning_estimation_1224_G003`: Resource planning and estimation system

- Published Tutorials & Educational Content:

- [Python Learning for All Ages](#) - Comprehensive Python programming tutorial
- [AI Programming Tutorial-Technical Hub-Fundamentals](#) - Introduction to AI programming concepts
- [RAG Systems Tutorial](#) - Advanced RAG implementation guide
- [Jinja FastAPI Tutorial](#) - Web development with FastAPI and Jinja templates
- [AI Customer Service System](#) - AI-powered customer support implementation
- [AI Graph Restaurant System](#) - Restaurant management with AI analytics

- Surveillance Manager | Feb - June 2023

Nima Group / Club Royal Caribbean

- Upgraded gaming surveillance systems improving incident detection accuracy
- On the job training for surveillance staff on advanced monitoring techniques
- Implemented new surveillance protocols enhancing security compliance
- **Reduced surveillance blind spots by 90%** through strategic camera placement and system optimization
- Optimized surveillance system performance

- Independent Consultant - AI Training | Jan 2018 - Feb 2023

Self-Employed

- During the COVID-19 pandemic, shifted focus to self-development and advanced training in Generative AI
- **Completed 40+ specialized courses** in AI and machine learning technologies
- Worked on personal projects including AI-driven casino surveillance systems and KPI tracking
- Honed expertise in AI models and their practical applications across various industries

- Administrative Manager / Site Security Manager | Jun 2017 - Jan 2018

*U.S. Embassy Construction Project, Philippines
Zafer Construction Co. / Framaco Philippines Inc.*

- Pre-launch mobilization phase administrative coordination, personnel vetting, staff selection
- **Successfully recruited and vetted 900+ skilled workers** achieving 100% staffing ahead of schedule
- Coordinated vendor selection, assessment, and contract negotiations
- Oversaw all administrative and physical security aspects of an international construction project

- Security Consultant - Analyst | Nov 2015 - May 2017

ISCD Security Consultancy

- Conducted comprehensive security risk assessments for corporate clients
- Developed enhanced risk assessment models improving detection accuracy
- Produced detailed consultancy reports and strategic recommendations
- Specialized physical, and corporate facility security evaluations

- Independent Consultant - Market Analysis | Oct - Dec 2016

Zafer Construction Co.

- Conducted in-depth market analysis for Philippines pre-project phase
- Gathered and assessed comprehensive market data
- Provided strategic insights for project planning and implementation

- Site Security Manager | Nov 2012 - Feb 2015

Zafer Construction Co., Sana'a, Yemen

- U.S. Embassy Project - Coordinated security operations across two high-risk construction sites
- **Led emergency evacuation protocols during civil unrest** ensuring zero casualties
- Managed personnel vetting and security clearance processes
- Maintained operational security in challenging international environment

- Surveillance Manager | Jul - Nov 2012

Pasha Group / Casino Pegasus

- Designed and implemented comprehensive CCTV surveillance setup
- Established surveillance operations protocols and staff training programs
- Recruited and trained surveillance team for optimal performance
- Optimized camera coverage and monitoring effectiveness

- Site Security Manager | Nov 2010 - Jan 2012

Zafer Construction Co.

- U.S. Embassy Project-Managed security operations for contractor company **in a high-risk environment**
- Oversaw orientation and security awareness training of all contractor personnel
- Implemented security protocols ensuring compliance with OBO standards
- Maintained high security standards in a challenging international environment
- Maintained high security standards in a challenging international environment
- Led incident investigations and coordinated emergency response efforts
- Conducted personnel vetting ensuring swift and effective resolution of security matters

- Surveillance Manager | Jul - Nov 2010

Princess Casinos

- Assisted in designing and implementing Casino Surveillance Systems Setup
- Contributed to operational surveillance protocols and procedures
- Enhanced surveillance monitoring capabilities

- Operations Manager / Area Manager | Apr 2006 - Feb 2010

Pronet Security and Consultancy

- **Re-engineered operational workflow supporting 400% workforce expansion** within two years
- Optimized processes across Operations, HR, Training, Reporting, and Auditing
- Led strategic planning for significant business growth and expansion
- Spearheaded the development of a comprehensive security management system
- Planning and executing security operations for large-scale projects
- Managed multiple security projects simultaneously across Istanbul region

- Independent Security Consultant | Sep 2008 - Sep 2009

Pronet Security and Consultancy

- **Enhanced incident reporting efficiency by 500%** and reduced security vulnerabilities by 50%
- Provided specialized security consulting services during concurrent role

- Assistant Hotel Manager | Mar - Dec 2005

Marti Resort Hotel

- Coordinated department heads and tracked unit sales, budget, and reporting
- Managed cross-departmental operations for enhanced hotel efficiency
- Oversaw operational performance metrics and strategic reporting

- Consultant | Nov 2004 - Mar 2005

Pronet Security and Consultancy

- Conducted consultancy projects for Akmerkez Shopping Mall and various hotel projects
- Performed comprehensive risk assessments and security surveys
- Delivered detailed reporting and strategic security recommendations
- Developed innovative reporting and monitoring solutions
- Delivered strategic recommendations for security improvements

- Security Manager | Apr 2003 - Nov 2004

Marti Resort Hotel

- **Achieved "Department of the Year" award** for outstanding security performance
- Improved security performance evaluation efficiency and reduced security incidents
- Enhanced security measures and improved overall security posture

- Project Based Consultant | Dec 2003 - Feb 2004

Pronet Security & Consultancy - HSBC Recovery Project

- **Led a team of 40 security officers** on follow-up recovery project
- Assisted senior consultants in preparation of Area file and Threat Assessment
- Assisted in developing Emergency and Routine operational procedures

- Surveillance and Security Manager | Jan - Aug 2002

Casino Astoria

- Improved surveillance coverage and operational effectiveness
- Trained surveillance and security staff in advanced monitoring techniques
- Enhanced overall security protocols and incident response procedures

- Surveillance Executive | Jul - Dec 2001

Star Cruises

- Led a team of non-supervisory surveillance staff
- Managed maritime casino surveillance operations
- Implemented existing surveillance protocols for cruise ship environment

- Surveillance Manager | Jun 1997 - Jul 2001

Casino Blindo

- Enhanced surveillance system effectiveness through strategic upgrades
- **Persuaded management to invest in advanced surveillance technology** resulting in improved incident detection
- Developed and implemented comprehensive surveillance working procedures and systems
- Established data processing systems for incident reporting and analysis

Dealer-Inspector-Surveillance Operator-Surveillance Executive | Jun 1992 - 1995

Emperyal Casinos

- **Progressed from Dealer to Surveillance Executive** demonstrating rapid career advancement
- Successfully persuaded management to upgrade the surveillance system, leading to more effective security operations
- Gained comprehensive understanding of casino operations from floor level to executive management
- Developed foundational expertise in surveillance technology and gaming security protocols

NOTABLE PROJECTS & ACHIEVEMENTS

International Security Projects

- **U.S. Embassy Housing Project, Yemen:** Complete security management including emergency protocols
- **Major Shopping Malls:** Istinye Park, Akmerkez, Astoria Mall, Gordion Mall - comprehensive security system setup
- **Corporate Clients:** Koc Holding, Dogus Group, Turkcell - strategic security consultancy
- **Hotel Properties:** Marti Resort Hotel, Marti Myra Hotel, Kempinski Hotel Residence - security management and consultancy

Software Development Portfolio

- **AI-Powered Business Analytics:** Predictive modeling and data-driven decision-making systems
- **Customer Behavior Analysis:** Segmentation and retention prediction systems
- **AI-Integrated Surveillance Operations API:** LLM Integrated data analysis
- **PDF Knowledge Systems:** Local LLM RAG implementation for document analysis
- **Educational Content:** Comprehensive tutorials on Python, AI, and web development

EDUCATION & CERTIFICATIONS

Academic Background

- **Associate Degree** - Tourism and Hotel Management | University of Mugla, Turkey (2009)
GPA: 3.04/4.0, Honors in both semesters (First Semester: Ranked top of department with Honors)
- **Computer Programming** - Anadolu University, Eskişehir, Turkey (Not completed)
Redirected focus to specialized coursework and hands-on projects that better aligned with career goals
- **High School** - Tourism Hotel Management | Altunizade Tourism School, Istanbul (1993)

Professional Certifications

AI & Machine Learning (40+ Specialized Courses)

- **DeepLearning.AI (16 courses):** ChatGPT Prompt Engineering for Developers, LangChain for LLM Application Development, Building Systems with the ChatGPT API, LangChain Chat with Your Data, Finetuning Large Language Models, Understanding and Applying Text Embeddings, Prompt Engineering with Llama 2&3, Multi AI Agent Systems with crewAI, AI Agents in LangGraph, Introduction Multimodal Llama 3.2, Building Generative AI Applications with Gradio, Reasoning with o1, Building toward Computer Use with Anthropic, Building Agentic Rag with Llamaindex, How Business Thinkers Can Start Building AI Plugins With Semantic Kernel
- **IBM Specializations:** AI Foundations for Everyone (3 courses), IBM AI Developer (6 courses), Applied AI Specialization, Data Science Professional Certificate (9 courses)
- **Stanford/Coursera:** Machine Learning Specialization
- **Google Cloud:** Generative AI with Vertex AI (2 courses)
- **Duke University:** Building Cloud Computing Solutions at Scale Specialization (4 courses)
- **Workera:** AI Literacy and AI Fluency Assessment certifications

Security & Risk Management

- **ASIS International:** Physical Security Professional (PSP) courses (8 courses)
- **ASIS Specialized Training:** Threat Assessment, Physical Protection Systems, CCTV & Digital Video, Access Control Systems
- **University of Maryland:** Understanding Terrorism and Terrorism Threat
- **Government Certification:** Private Security Training Certificate

Technical Skills Development

- **Cloud Platforms:** AWS, GCP, Azure, IBM Cloud fundamentals (entry-level)
- **Programming:** Python, FastAPI, Docker, SQLAlchemy ORM
- **AI Frameworks:** OpenAI, Anthropic, Hugging Face, LangChain, LangGraph, CrewAI, Pydantic-AI
- **Data Science:** Scikit-learn, Pandas, NumPy

LANGUAGES

- **Turkish:** Native
- **English:** Advanced/Native
- **German:** Elementary
- **Romanian:** Elementary

ADDITIONAL INFORMATION

- **Date of Birth:** January 18, 1973
- **Military Service:** Completed
- **Nationality:** Turkish
- **Marital Status:** Single
- **Status:** Available for international assignments
- **Personal Interests:** Technology innovation, Mediterranean culture, swimming, cat enthusiast

References and detailed project portfolios available upon request