

TOGAY TUNCA

Casino Surveillance Manager | Security Consultant | AI-Python Developer

 togay.tunca@gmail.com |  +90 543 898-18-48 |  Istanbul, Türkiye

PROFESSIONAL SUMMARY

Dynamic **Casino Surveillance Manager** and **Security Consultant** with 22+ years of comprehensive international experience in **multinational environments** spanning casino operations and security management. Expert in corporate security and hospitality management. Currently focused on developing innovative business analytics, personal and corporate assistant systems, surveillance, monitoring, training, and security solutions using **Generative AI and Python software development** skills.

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

Unique Value Proposition: Regardless of sector, bridging traditional business workflows with cutting-edge AI technology to enhance operational efficiency. Passionate about integrating Generative AI and data-driven solutions into business processes to optimize efficiency, improve decision-making processes, and drive 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)
- Data analytics and predictive modeling
- RAG (Retrieval-Augmented Generation) systems
- Prompt Design and Crafting

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 | Remote

- Developing AI-powered surveillance and security analytics solutions
- Created 20+ specialized APIs including casino surveillance operations and analytics platforms
- Specialized in integrating Large Language Models with traditional business processes for enhanced efficiency and optimization

Ongoing Focused Projects *(Under Development)*

- [ai_fast_ml_course_assistant_1124](#) : AI Enhanced Course-Student Analytics Assistant
- [ai_graph_swarm_0125](#) : Graph Based Tool-Assistant System
- [ai_fast_personal_assistant_0525](#) : AI Multi Dimensional Enhanced Personal Assistant
- [ai_casino_analytics_1024](#) : AI Enhanced Analytics API
- [ai_medical_diagnosis_assistant_0525](#) : AI Enhanced Medical Diagnosis Assistant
- [ai_profile_knowledge_creator_0125_E002](#) : AI Knowledge and Profile Generator

Published Tutorials & Educational Content *(Active Development)*

- [Python Learning for All Ages](#) - Comprehensive Python programming tutorial
- [AI Programming Tutorial](#) - 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
- [AI Mastery Guide](#) - Comprehensive guide to mastering AI technologies for all levels

- Surveillance Manager | Feb - June 2023

Nima Group / Club Royal Caribbean | Trinidad Tobago

- Enhanced gaming surveillance systems improving **gaming incident detection capability by 70%**
- Delivered comprehensive on-the-job training for surveillance staff on advanced monitoring techniques
- Implemented new surveillance protocols enhancing security compliance and operational standards
- **Reduced surveillance blind spots by 90%** through strategic camera placement and system optimization
- Optimized surveillance system performance and monitoring efficiency
- **Transitioned to consultancy role due to family circumstances, ensuring smooth project completion and knowledge transfer.**

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

Self-Employed | Remote

- Strategically shifted focus to self-development and advanced training in Generative AI during the global pandemic
- **Completed 40+ specialized courses** in AI, machine learning, and emerging technologies
- Developed personal projects including AI-driven casino surveillance systems and advanced KPI tracking solutions
- Built comprehensive expertise in AI models and their practical applications across various industries

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

Zafer Construction Co. / Framaco Philippines Inc. | Philippines

- Led pre-launch mobilization phase including administrative coordination, personnel and vendor vetting, and strategic staff selection
- **Managed recruitment and vetting process for 900+ skilled workers**, delivering 100% staffing requirements for related project phases
- Oversaw all administrative and security aspects of a high-profile international construction project

- Security Consultant - Analyst | Nov 2015 - May 2017

ISCD Security Consultancy | Istanbul, Türkiye

- Conducted comprehensive security risk assessments for high-profile corporate clients
- Developed **enhanced risk assessment models improving threat and risk detection capability**
- Produced detailed analytical consultancy reports and strategic security recommendations
- Specialized in physical security and corporate facility security evaluations

- Independent Consultant - Market Analysis | Oct - Dec 2016

Zafer Construction Co. | Philippines

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

- Site Security Manager | Nov 2012 - Feb 2015

Zafer Construction Co. | Sana'a, Yemen

- In addition to all responsibilities performed between November 2010 and January 2012, the following additional responsibilities were undertaken
- U.S. Embassy Project - Coordinated security operations across two high-risk construction sites
- **Led emergency evacuation protocols during civil unrest** ensuring zero casualties

- Surveillance Manager | Jul - Nov 2012

Pasha Group / Casino Pegasus | Bulgaria

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

- Site Security Manager | Nov 2010 - Jan 2012

Zafer Construction Co. | Sana'a, Yemen

- U.S. Embassy Housing 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
- Led incident investigations and coordinated emergency response efforts
- Personel ve malzeme güvenlik taramaları ve denetimleri oany ve kabul süreçlerinin koordinasyonunu sağlama
- Coordinated personnel and material security screening and acceptance processes
- Coordinated and supervised security system installations and maintenance

- Surveillance Manager | Jul - Nov 2010

Princess Casinos | Guatemala

- Assisted in designing and implementing Casino Surveillance Systems Setup
- Contributed to operational surveillance protocols and procedures
- Enhanced surveillance monitoring capabilities
- **Successfully assisted and completed specialized system setup project within designated timeline. Position was project-based due to unavailability of permanent surveillance management role**

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

Pronet Security and Consultancy | Istanbul, Türkiye

- **Re-engineered operational workflow supporting 400% workforce expansion** within a two-year period
- **Optimized critical processes across Operations, HR, Training, Reporting, and Auditing departments**
- Led strategic planning initiatives for significant business growth and market expansion
- Spearheaded the development of comprehensive security management systems
- Planned and executed security operations for large-scale projects across multiple sites
- Successfully launched and managed multiple large security projects simultaneously across the Istanbul region

- Independent Security Consultant | Sep 2008 - Sep 2009

Pronet Security and Consultancy

- Provided independent security consulting services while completing university program
- Delivered remote security consulting services for major shopping centers and TOBB in Istanbul

- Assistant Hotel Manager | Mar - Dec 2005

Marti Resort Hotel

- Coordinated department heads and tracked unit sales performance, budget compliance, and strategic reporting
- Managed cross-departmental operations for enhanced hotel efficiency and guest satisfaction
- Oversaw operational performance metrics and delivered strategic reporting to the General Manager

- Consultant | Nov 2004 - Mar 2005

Pronet Security and Consultancy

- Executed consultancy projects for Akmerkez Shopping Mall and various hospitality projects
- **Implemented sophisticated security auditing systems and security management solutions**
- **Enhanced incident reporting efficiency by 500%**
- Performed comprehensive risk assessments and detailed security surveys
- Delivered detailed analytical reporting and strategic security recommendations
- Developed innovative reporting and monitoring solutions for enhanced security effectiveness
- Provided strategic recommendations for comprehensive security improvements

- **Security Manager | Apr 2003 - Nov 2004**

Marti Resort Hotel

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

- **Project Based Consultant | Dec 2003 - Feb 2004**

Pronet Security & Consultancy - HSBC Recovery Project | Türkiye

- **Led a team of 40 security officers** in improvement-correction project
- Assisted senior consultants in preparation of risk analysis and threat assessment
- Contributed to developing Emergency Response and Routine operational procedures

- **Surveillance and Security Manager | Jan - Aug 2002**

Casino Astoria | Romania

- Enhanced and optimized existing surveillance infrastructure by implementing management systems and operational protocols
- Trained surveillance and security staff in advanced monitoring techniques and protocols
- Enhanced overall security protocols and incident response procedures

- **Surveillance Executive | Jul - Dec 2001**

Star Cruises | Hong Kong

- Led a specialized team of non-supervisory surveillance staff in maritime environment
- Managed complex maritime casino surveillance operations across international waters on shift basis

- **Surveillance Manager | Jun 1997 - Jul 2001**

Casino Blindo | Romania

- System design and implementation of comprehensive surveillance systems setup for incident detection, gaming activity monitoring, statistical analysis
- **Successfully persuaded management to invest in CCTV system upgrades based on demonstrated performance improvements and cost-benefit analysis**
- Developed and implemented comprehensive surveillance working procedures and operational systems

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

Emperyal Casinos

- Achieved rapid career advancement from Dealer to Surveillance Executive
- Successfully persuaded management to upgrade surveillance systems
- Gained comprehensive understanding of casino operations from floor-level to executive management perspectives
- Developed foundational expertise in surveillance technology and advanced gaming security protocols

NOTABLE PROJECTS & ACHIEVEMENTS

International Projects & Major Clients

- **Casino Operations:** Emperyal, Blindo, Pegasus, Royal Caribbean, Guatemala Princess, Star Cruises - comprehensive surveillance management and strategic surveillance system design & implementation
- **Hospitality Properties:** Marti Resort Hotel, Marti Myra Hotel, Kempinski Hotel Residence - security management and strategic consultancy

- **Embassy Projects:** Yemen, Philippines - administrative coordination and security management including emergency protocols and crisis management
- **Major Shopping Centers:** Istinye Park, Akmerkez, Astoria Mall, Gordion Mall - comprehensive security system design and implementation
- **Corporate Clients:** Koç Holding, Doğuş Group, Turkcell, TOBB - strategic security consultancy and risk assessment

Software Development & AI Projects

- **AI-Powered Business Analytics:** Advanced predictive modeling and data-driven decision-making systems
- **Customer Behavior Analysis:** Sophisticated segmentation and retention prediction systems
- **AI-Integrated Surveillance Operations API:** LLM-integrated data analysis and intelligent monitoring systems
- **PDF Knowledge Systems:** Local LLM RAG implementation for advanced document analysis and information extraction
- **Educational Content Platform:** Comprehensive tutorials covering Python, AI, and API Development with hands-on implementation

EDUCATION & CERTIFICATIONS

Academic Background

- **Associate Degree** - Tourism and Hotel Management | University of Muğla, Turkey (2009)
GPA: 3.04/4.0, Academic Honors both semesters (First Semester: Ranked top of department with Honors)
- **Computer Programming** - Anadolu University, Eskişehir, Turkey (Not completed)
Transitioned to specialized opensource and paid coursework and hands-on projects for more practical, industry-aligned expertise
- **High School Diploma** - Tourism & Hotel Management | Altunizade Tourism School, Istanbul (1993)

Professional Certifications

Note: For specializations, only the total number of courses completed is indicated. Detailed course listings and certificates are available upon request.

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)
- **IBM Cognitive Class:** Build a Chatbot to Analyze PDF Documents Using LLM, Summarize Your Private Data with LLMs & Generative AI, Create a Vector Database with Open-Source, The art of Prompt Engineering, Predictions: Regression for Car Mileage and Diamond Price
- **IBM DevOps:** Application Development using Microservices and Serverless, Getting started with Git and Github, Application Security for Developers and DevOps Professionals, Hands on Introduction to Linux Commands and Shell Scripting, Introduction to Containers w/ Docker, Kubernetes & OpenShift
- **Stanford/Coursera:** Machine Learning
- **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
- **Udemy:** Python Advanced, Python Object Oriented Programming, HTML, CSS, Machine Learning, Python Packaging, CI/CD courses, OpenAI, Ollama Integration, LangChain, LangGraph courses

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 and implementation
- **Programming & Development:** Python, FastAPI, Docker, SQLAlchemy ORM, Python Packaging
- **Web Development:** HTML, CSS, JavaScript, FastAPI Framework, Jinja2 Templates
- **AI Frameworks & Libraries:** OpenAI, Anthropic, Hugging Face, LangChain, LangGraph, CrewAI, Pydantic-AI
- **Data Science & Analytics:** Scikit-learn, Pandas, NumPy, Statistical Analysis

LANGUAGES

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

ADDITIONAL INFORMATION

- **Date of Birth:** January 18, 1973
- **Military Service:** Completed (Turkish Armed Forces)
- **Nationality:** Turkish Republic
- **Marital Status:** Single
- **Availability:** Open to international assignments and remote work opportunities
- **Personal Interests:** Continuous learning, technology innovation, Mediterranean culture, swimming, cat enthusiast

References and detailed project portfolios available upon request