Yüksel Can Kabaklarlı

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SUMMARY

IT professional with 13+ years in development, analysis, and management, including 1.5 years as IT Manager leading a 17-person team. Skilled in call center and open banking design, digital transformation, and building effective processes. Experienced in clear communication, team collaboration, and knowledge sharing. Founded *Aureth*, an AI-driven mobile app for emotional awareness, showcasing product development and entrepreneurial skills.

Seeking to contribute innovative, data-driven strategies in a new work culture.

EXPERIENCE

Entrepreneur
Self-Employed (Entrepreneurship Projects)   Feb 25 - Present, Istanbul, TR

· **Founded and launched** *Aureth*, an AI-driven mobile app for emotional awareness, published on the App Store with features such as personalized insights, mindfulness routines, and breathing exercises.
· **Explored and prototyped** *Aureth Word*, a semantic word game leveraging embedding models for similarity-based gameplay; reached pre-launch stage and evaluated technical constraints before discontinuation.
· **Designed and implemented** backend architecture with Firebase and OpenAI APIs, ensuring scalability and performance.
· **Led** full product lifecycle activities including concept, design, development, release.

IT Manager
Yapı Kredi Technology   Oct 17 - Oct 24, Istanbul, TR

· **IT Manager, Call Center Application Development (Jun 23 – Oct 24)**
  · Managed and led a 17-member team (5 business analysts, 12 software developers).
  · Directed strategic IT master plans and operations with third-party partners in the call center business domain.
  · Oversaw call center applications (IVR, IVN, inbound & outbound CC operations) aligned with IT and business roadmaps.
  · Handled large-scale operations: 20+ IVR flows, 25+ IVN flows, 2K+ agents, 250K+ daily calls, collaborating with 3 vendors.
· **Sr. Principal Business Analyst, Open Banking & Digital Services Application Development (Aug 21 – May 23)**
  · Led the design and analysis of AISP and PISP concepts and business flows for open banking applications.
  · Coordinated business architecture plans in line with company roadmaps across departments.
  · Contributed to Yapı Kredi's **#1 ranking in Turkey for OHVPS**, achieving industry-first implementations and leading the bank to highest transaction volumes in the market.
· **Principal Business Analyst, Call Center Application Development (Oct 17 – Jul 21)**
  · Collaborated with project management, ~10 business units, 6–8 IT infrastructure teams, and executive management.
  · Supported business analysis for call center operations and system enhancements.

Sr. Business Analyst
Daybreak Global Logistics   Jul 16 - Jul 17, Shanghai, CN

· **Designed and developed** a web-based booking and accounting software (*Horizon*) from concept to live deployment.
· **Optimized** operations by reducing data entry workload by **70%** (3-person job) and account alignment workload by **50%** (2-person job) within the first 2 months.
· **Established** a new B2B operating model for **8+ logistics agencies** and **enabled remote model opportunities**.

Software Engineer
Doğuş Technology   May 13 - Jun 16, Istanbul, TR

· **Developed** ERP projects over 3 years, delivering solutions for multiple international clients.
· **Engineered** a CRM plugin for D-Marin to manage email & SMS campaigns in Turkey and Croatia.
· **Consolidated** overseas SKU data for Doğuş Avenu's Crate & Barrel operations.
· **Built** the front-end of an e-Invoice portal.
· **Developed** a full-featured ERP system for marina management at D-Marin in Turkey and Greece.

Entrepreneur

Self-Employed (Entrepreneurship Projects) · **Jun 12 – May 13**, Istanbul, TR

· **Co-Founder, ilkdefagidiyorum.com** — Online local-search and discovery platform for first-time travelers to Istanbul
 · Recruited and led a 12-person copywriter team for 3 months, **increasing article count by 400%** while preserving quality.
 · Redesigned page structures to optimize ad placements, delivering 2 core solutions and 4 additional improvements.
· **Co-Founder, hemenisara.com** — Online job search platform focused on blue-collar employees
 · Negotiated and secured a service provider contract with a top telecom company within 6 months of launch.
 · Consolidated financial data to produce the company's first Quarterly Accountancy Report.

Intern

Vodafone TR · **Jun 2011 – Sep 11**, Istanbul, TR

· **Selected to participate** in Vodafone All-Star talent program.
· **Developed and implemented** web services for a log management tool.

EDUCATION

BEng in Computer Engineering

Ege University · Izmir, TR · 2007–2012

· Had part-time undergraduate job at Ege University Pharmacy R&D Center – IT Dept. Between 2007–2009.

Erasmus Exchange in Informatics

URJC · Madrid, ES · 2009–2010

· Studied for 2 semesters by ERASMUS Exchange Program.

PROJECT

Co-Founder

Pineapple Graphic Design Studio · Sep 16 – Sep 17

· Co-Founded and managed a graphic design studio in Shanghai, CN.

INVOLVEMENT

Volunteer

AIESEC · Sep 08 – Sep 11

· **Led and coordinated** international exchange programs across Izmir, Madrid, and AIESEC Turkey HQ.

ADDITIONAL INFORMATION

Turkish Citizen | Languages: Turkish (Native), English (Professional Proficiency) | Military Service: Completed in 2019 (TR) | Member of Yapı Kredi Sailing Team (2023–2024)