

SAFA GÜR

Industrial Engineer | Project & Process Development Specialist

İstanbul, Türkiye
gursafa@gmail.com | +90 534 659 80 18
www.safagur.com



PROFILE SUMMARY

Results-oriented professional who combines an industrial engineering foundation with experience in project management, process improvement, and system development. Actively contributed to digital transformation, system integration, and testing processes in corporate environments, with a focus on enhancing operational efficiency and user experience. Aiming to create value within technology-driven engineering teams, supported by international experience in both domestic and global projects.

EDUCATION

Istanbul Kültür University – B.Sc. in Industrial Engineering (50% Scholarship), 2019

Plevne Anatolian High School – Istanbul

DENEYİM

Freelance Consultant – E-Commerce & International Trade Projects

Istanbul & North America | Jul 2023 – Oct 2025

- Conducted independent projects focused on international market research and digital sales operations.
- Managed cross-border product sourcing, negotiation, and marketplace strategy for Amazon, Etsy, and Shopify.

Samsung Electronics – Istanbul

CS Audit & Process Improvement – Senior Specialist | Jan 2021 – Jul 2023

- Led the Paperless Transformation Project, enabling full digitalization of service operations.
- Developed projects for system integrations and automation of data flows between platforms.
- Conducted annual field needs analysis and managed over 10+ system development projects.
- Contributed to revenue growth through cross-sale initiatives in after-sales processes.
- Designed reporting tools and dashboards to improve decision-support mechanisms.
- Led User Acceptance Testing (UAT) during testing and deployment phases.

Samsung Electronics – Istanbul

CS Systems Department – Specialist | Feb 2020 – Dec 2020

- Managed issue tracking, user access support, and testing processes in SAP and CRM systems.
- Monitored system performance in collaboration with service centers to enhance process efficiency.

SELECTED PROJECTS

- **Cross-Sale Optimization (Samsung, 2023):** Integrated after-service product recommendation systems.
- **Paperless CS Transformation (Samsung, 2022):** Achieved full digitalization of service workflows, improving operational efficiency.
- **3D Bin Packing Optimization (University Project, 2019):** Developed an optimization algorithm using Mixed Integer Programming (GAMS).

CERTIFICATIONS & TRAININGS

- Project Management Fundamentals – Udemy, 2024
- Lean Six Sigma Yellow Belt – Coursera, 2023
- Software Testing Foundations – LinkedIn Learning, 2024
- SQL for Data Analysis – Coursera, 2024

INTERNATIONAL EXPERIENCE

Market research and field observations within the e-commerce ecosystem in **Canada and the United States**.

VOLUNTEERING

TEGV – Education Volunteers Foundation of Türkiye | Mathematics Instructor (2018 – Present)

EDMER – Center for Ethical Values | Member (2015 – Present)

TECHNICAL SKILLS

Tools & Platforms: SAP, MS Project, Excel, SQL, Postman, Tableau

Competencies: Process analysis, test case preparation, project planning, user experience analysis

INTERESTS

Artificial intelligence, technological innovation, process automation, entrepreneurship, international trade

REFERENCES

Available upon request.