Oguzkagan Ilhan

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Work Eligibility: Stamp 4 (Eligible to work in Ireland without restriction or requirement for sponsorship.)

PROFESSIONAL SUMMARY

Industrial Engineer (NFQ Level 8) with a Stamp 4 visa and over 4 years of experience in Quality Management and Process Optimization. Currently based in Cork, having gained local operational experience at Musgrave Group while completing advanced English studies. A Google Certified Data Analyst skilled in leveraging SQL, Power BI, and Python for data manipulation to drive data-informed business decisions. Proven history of identifying workflow inefficiencies and implementing automated reporting solutions that enhance operational excellence and support business growth.

CORE COMPETENCIES

Data Analysis & Visualization: SQL, Python (Pandas, NumPy), Power BI (KPI Dashboards), MS Excel (Pivot Tables, Macros).
Quality Management: Root Cause Analysis (5WHY, Ishikawa), PFMEA, 8D Methodology, CAPA Process.
Standards & Compliance: ISO 9001, IATF 16949.
Systems & Automation: SAP ERP, AI Code Generation, Prompt Engineering.
Operational Excellence: Process Mapping, Continuous Improvement, Inventory & Supply Chain Analysis.

EXPERIENCE

Self-Managed E-Commerce Business(Amazon FBA)

Freelance Product Analyst (Mar 2024 – Present)

- **Market Analysis**: Conducted competitor and market research to identify profitable opportunities and define product strategies.
- **Data Analysis**: Utilized Excel to analyze sales performance, pricing elasticity, and customer feedback for data-driven decisions.
- **Marketing Optimization**: Monitored digital advertising campaigns and conversion funnels to improve ROI and product visibility.
- **Supply Chain:** Managed inventory turnover and demand forecasting to optimize stock levels and profitability.

Musgrave Group
Cork, Ireland

Warehouse Associate (Sep 2023 – Sep 2025)

- **Operational Discipline:** Utilized advanced voice-picking technology to ensure high-volume order accuracy and efficiency within a fast-paced supply chain environment.
- **Local Integration:** Gained hands-on experience in the Irish logistics sector, maintaining consistent performance targets and workplace safety standards.

Eczacibasi Building Materials*(Part of Eczacibasi Holding, a major Billion-Euro industrial group)*
Eskisehir, Turkey

Customer Quality Engineer-Quality Assurance (Feb 2023 – Jun 2023)

- **Complaint Resolution:** Managed and resolved technical customer complaints via an SAP-based portal, ensuring strict adherence to global quality standards

- **Process Automation:** Automated OEM performance reporting using Excel Macros, reducing manual workload by approximately 2 hours per week.
- **Continuous Improvement:** Performed detailed analysis of customer issues and provided actionable feedback to production teams to prevent recurrence.

Sampa Automotive Industry & Commerce
Samsun, Turkey

Quality Improvement & Customer Quality Supervisor (Jan 2021 – Jan 2023)

- **Team Leadership:** Led a team of 6 engineers in quality improvement projects, achieving a 9% reduction in critical customer complaints over 12 months.
- **Data Automation:** Engineered and automated KPI dashboards using Power BI and Excel, providing senior management with real-time visibility into quality metrics.
- **Process Optimization:** Redesigned the B2B customer complaints portal, eliminating data duplication and increasing operational efficiency by 17%.
- **CAPA Management:** Owned the end-to-end Corrective and Preventive Action (CAPA) process, ensuring timely resolution and strengthening key B2B relationships.

Quality Improvement & Customer Quality Engineer (Mar 2019 – Jan2021)

- **Problem Solving:** Conducted root cause analyses using 5WHY and Ishikawa diagrams; applied 8D methodology to resolve complex product defects.
- **Systems & Quality:** Utilized SAP for stock control management, workflow monitoring, and technical drawing reviews to ensure manufacturing quality

EDUCATION

BSc in Industrial Engineering *(*Level 8) *Gaziantep University, Turkey(2019)*

- **Honours Degree:** Equivalent to NFQ Level 8 in Ireland.
- **Thesis:** "Forecasting Monthly Sales of Vending Machines: A Case Study"- Focused on statistical forecasting and data-driven demand analysis.
- **Internship:** Process Engineering at Anadolu Efes Brewery and Malt Industries(Ankara,Turkey)

CERTIFICATIONS

Google Data Analytics Professional Certificate: Focused on SQL, R, Tableau, and data cleaning processes.
Stanford University - Programming Methodologies
Patika.dev - Python Bootcamp Accelerator Program