

OGUZZKAGAN ILHAN

PERSONAL INFORMATION

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PHONE : +353 830160611
LANGUAGES : Turkish(Native), English(Advanced)

PROFESSIONAL SUMMARY

Versatile Industrial Engineer with a strong foundation in data analysis, quality management, and process optimization. Experienced in leading cross-functional teams, driving continuous improvement, and leveraging advanced problem-solving techniques to achieve measurable results, including a 17% efficiency improvement in workflows. Successfully managed an Amazon FBA business, analyzing sales data, optimizing inventory, and implementing strategies that enhanced revenue and operational performance. Proficient in SQL, Python, Power BI, and Excel for generating actionable insights and KPI optimization. Certified in Google Data Analytics and PFMEA, demonstrating adaptability, analytical thinking, and a commitment to continuous learning. Ready to deliver innovative solutions that drive business success and operational excellence.

PROFESSIONAL EXPERIENCE

Amazon FBA Seller (03/2024-Still)

Self-Managed E-Commerce Business – USA Market

- Launched and managed a successful Amazon FBA business, overseeing end-to-end operations including product sourcing, inventory management, and order fulfillment.
- Analyzed sales trends, customer feedback, and pricing data using tools like Excel and Amazon Seller Central to optimize listings and increase revenue.
- Conducted market research and implemented advertising campaigns, leading to improvement in product visibility and sales performance.
- Streamlined inventory tracking processes to minimize stockouts and reduce holding costs, improving operational efficiency.
- Managed profit/loss analysis and budgeting to maintain profitability and achieve sustainable business growth.

Associate (09/2022-Still)

Musgrave Group – Cork/Ireland

- Operate within a fast-paced chilled warehouse environment, ensuring accuracy and efficiency in picking products using voice-picking technology.
- Streamlined order fulfillment by assembling packed products into containers with precision, contributing to smooth supply chain operations.
- Monitored inventory levels and identified potential stock discrepancies, proactively addressing issues to ensure operational accuracy.

Technical Customer Services Engineer (02/2022-06/2022)

Eczacıbaşı Building Materials – Eskişehir/Turkey

- Managed and resolved customer complaints through an SAP-based portal, ensuring compliance with quality standards.
- Created and automated insightful reports for OEM customers using Excel Pivot Tables and Macros, enabling better data-driven decision-making.
- Conducted detailed analyses of customer issues, leveraging root cause analysis techniques to provide actionable feedback to the production team.
- Collaborated cross-functionally with internal teams to implement corrective actions, contributing to enhanced product quality and customer satisfaction.

Quality Improvement & Customer Quality Supervisor (01/2021-02/2022)

Sampa Automotive Industry & Commerce - Samsun/Turkey

- Managed a team of 6 engineers, leading quality improvement projects to reduce customer complaints and improve product reliability.
- Took ownership of CAPA processes for B2B complaints, ensuring complaints were resolved on time and customer expectations were met.
- Designed KPI dashboards using Power BI and Excel to track complaint resolution times and quality metrics, making performance trends easy to understand for all stakeholders.
- Worked closely with production teams in weekly meetings to identify recurring issues and plan corrective actions that improved product quality.
- Upgraded the B2B complaints portal to eliminate duplicate data entries, improving efficiency by 17% and reducing workload for the team.
- Applied industry standards like ISO 9001, IATF 16949, and PFMEA in everyday work to ensure compliance and consistent quality practices.
- Presented regular reports on quality performance and improvement strategies to senior management, supporting data-driven decision-making.

Quality Improvement & Customer Quality Engineer (03/2019-01/2021)

Sampa Automotive Industry & Commerce – Samsun/Turkey

- Conducted root cause analyses using Six Sigma tools (5WHY, Ishikawa Diagram) to identify and address recurring product issues, reducing defect rates and improving reliability.
- Applied the 8D problem-solving method to resolve customer complaints, ensuring sustainable corrective actions and increased customer satisfaction.
- Performed on-site visits to automotive customers, resolving issues quickly and fostering trust through proactive support.
- Used SAP to manage stock control, monitor semi-finished product workflows, and review technical drawings, ensuring smooth production and quality control processes.
- Gained hands-on experience in manufacturing processes, including air spring, rubber, sheet metal, and machining, enhancing technical knowledge of production workflows.

EDUCATION

Industrial Engineering (2014/2019)

Gaziantep University –Bachelor's Degree(Level 8)

- Graduation Internship: Process Engineering in Anadolu Efes Brewery and Malt Industries
- Graduation Thesis: Forecasting Monthly Sales of Vendor Machine: A Case
 - Software Used for Thesis: Minitab, MS Excel

TECHNICAL SKILLS

Data Analysis & Visualization: SQL, Python, R, Power BI, Excel (Pivot Tables, Macros), Ms Office Suite
ERP

Programming & Automation: Python scripting, Excel Macros

Quality Tools: PFMEA, SPC, Root Cause Analysis (5WHY, Ishikawa Diagram)

INDUSTRY EXPERTISE

Quality Standards: ISO 9001, IATF 16949

Problem-Solving Frameworks: 8D Methodology, Continuous Improvement

Manufacturing Processes: Automotive parts production (air spring, rubber, sheet metal, machining)

CERTIFICATIONS

Google Data Analytics: Practical training in data cleaning, analysis, and visualization techniques.

Stanford Programming Methodologies: Practical foundations in programming logic and structured thinking

Patika Dev. Bootcamp Accelerator Program(Python)

PFMEA(Process Failure Mode and Effects Analysis)