Oguzkagan Ilhan

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

https://oguzkagan.vercel.app

PROFESSIONAL SUMMARY

A versatile and analytical Industrial Engineer with a proven track record in data analysis, process optimisation, and quality management. Experienced in leveraging SQL, Python, and Power BI to transform complex data into actionable insights and drive data-informed business decisions. Adept at leading continuous improvement initiatives, evidenced by a 17% increase in workflow efficiency in a previous role. Combines a strong technical skill set with hands-on experience in e-commerce and supply chain environments. A Google Certified Data Analyst committed to delivering solutions that enhance operational excellence. Actively incorporates emerging AI technologies, including custom code agents, to automate complex tasks and drive business growth.

CORE COMPETENCIES

Data Analysis & Visualisation: SQL, Python (Pandas, NumPy), Power BI, MS Excel (Pivot Tables, Macros), Data Modelling, KPI Dashboards, Reporting

Programming & Databases: Python Scripting, SQL, SAP ERP

Quality Management & Process Improvement: Root Cause Analysis (5WHY, Ishikawa), PFMEA, 8D Methodology, CAPA Process, Continuous Improvement, ISO 9001, IATF 16949

AI Application & Tools: AI Code Generation, Prompt Engineering, AI-Assisted Development, API Integration

EXPERIENCE

Self-Managed E-Commerce Business(Amazon FBA)
Freelance

Product Analyst (Mar 2024 – Present)

- Conducted comprehensive market and competitor analysis to identify profitable product opportunities, defining the product strategy from concept to successful launch.
- Performed in-depth analysis of sales performance, pricing elasticity, and customer feedback using Excel and SQL to identify key growth drivers and inform product lifecycle decisions.
- Analyzed digital advertising campaigns and conversion funnels, optimizing marketing spend and strategy to increase product visibility and improve conversion rates.
- Leveraged data analysis to optimize the end-to-end supply chain, forecasting demand and analyzing inventory turnover to improve profitability and ensure optimal stock levels.

Musgrave Group
Cork, Ireland

Warehouse Associate (Sep 2023 – Sep 2025)

- Operate advanced voice-picking technology within a high-volume chilled warehouse, consistently meeting and exceeding targets for order accuracy and efficiency.

- Contribute to supply chain continuity by ensuring precise and timely assembly of products for order fulfilment.

Eczacibasi Building Materials
Eskisehir, Turkey

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

- Managed and resolved technical customer complaints via an SAP-based portal, ensuring adherence to strict quality standards.
- Automated the generation of performance reports for OEM customers using Excel Macros, saving approximately 2 hours of manual work per week.
- 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)

- Led a team of 6 engineers in executing quality improvement projects, successfully reducing critical customer complaints by 9% over 12 months.
- Engineered and automated KPI dashboards using Power BI and Excel, providing senior management with real-time visibility into quality metrics and complaint resolution times.
- Drove a project to redesign the B2B customer complaints portal, which eliminated data duplication and increased the team's operational efficiency by 17%.
- Owned the end-to-end CAPA process for all B2B complaints, ensuring timely resolution and strengthening key customer relationships.

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

- Conducted in-depth root cause analyses on recurring product defects using 5WHY and Ishikawa diagrams, leading to sustainable corrective actions.
- Applied the 8D problem-solving methodology to systematically resolve complex customer issues, enhancing product reliability and customer satisfaction.
- Utilized SAP for stock control management, workflow monitoring of semi-finished goods, and technical drawing reviews to ensure production quality.

EDUCATION

Gaziantep University
Gaziantep, Turkey

BSc in Industrial Engineering (Level 8) (2019)

- **Thesis:** Forecasting Monthly Sales of Vending Machines: A Case Study
- **Internship:** Process Engineering at Anadolu Efes Brewery and Malt Industries(Ankara,Turkey)

CERTIFICATIONS

Google Data Analytics Professional Certificate
Stanford University - Programming Methodologies
Patika.dev - Python Bootcamp Accelerator Program