

## 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

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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

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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

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#### Self-Managed E-Commerce Business

USA Market  
Mar 2024 - Present

##### *Entrepreneur*

- Launched and scaled an Amazon FBA business, managing all operational facets including product sourcing, inventory optimisation, and order fulfilment.
- Analyse sales performance, pricing strategies, and customer feedback using Amazon Seller Central and Excel to identify growth opportunities and maximise revenue.
- Develop and execute digital advertising campaigns, resulting in increased product visibility and a consistent rise in sales metrics.
- Implement streamlined inventory management processes to minimise stockouts and reduce holding costs, directly improving profitability.

#### Musgrave Group

Cork, Ireland  
Sep 2022 – Present

##### *Warehouse Associate*

- 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  
Feb 2022 – Jun 2022

### *Technical Customer Services Engineer*

- 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  
Jan 2021 – Jan 2022

### *Quality Improvement & Customer Quality Supervisor*

- 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.

Samsun, Turkey  
Mar 2019 – Jan 2021

### *Quality Improvement & Customer Quality Engineer*

- 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.
- Utilised SAP for stock control management, workflow monitoring of semi-finished goods, and technical drawing reviews to ensure production quality.

## **EDUCATION**

### **Gaziantep University**

Gaziantep, Turkey  
January 2019

#### *BSc in Industrial Engineering (Level 8)*

- **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