**Oguzkagan Ilhan**

Cork,Ireland | (+353)83 016 06 11| [oguzkaganilhan@gmail.com](mailto:oguzkaganilhan@gmail.com)

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