Kayhan Eryilmaz

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EDUCATION

The University of San Francisco — **San Francisco, CA**
Master of Science in Data Science — *Expected: July 2023*

The University of Illinois at Urbana-Champaign — **Champaign, IL**
Bachelor of Science in Industrial Engineering — *May 2020*
Minor in Computer Science, Minor in Statistics

WORK EXPERIENCE

Pendulum (AI & NLP) — **San Francisco, CA**
Data Scientist — *Nov '22 – Present*

- Performing risk intelligence analysis of Pendulum's corporate customers on social media sites within Turkey, such as YouTube, Twitter, and TikTok
- Developing multi-lingual BERT (transformer) model to conduct sentiment analysis of communities that corporate customers were interested in
- Working closely with applied scientists and product managers to create a more robust architecture by creating labeling rubrics and fine-tuning language models that cater native speakers rather than directly translated content

TurkNet Communication Services Inc. — **Istanbul, Turkey**
Data Scientist — *Oct '20 – Apr '22*

- Determined customers' level of dissatisfaction from customer support ticket messages using an ensemble of NLP models which performed sentiment analysis, text classification, and emotion recognition, reducing the number of customer complaints regarding customer service by 40%
- Implemented modern monitoring stack to track TurkNet's time-series network ping data per region and setting up alerts to notify product owners of any network anomalies, using Grafana and InfluxDB
- Reduced the "first response time" of support tickets submitted by TurkNet's corporate and wholesale customers by 33% by designing a Tableau dashboard displaying active tickets and historical key performance metrics
- Developed and deployed a custom Python library used by data analysts to create recurring reports summarize key performance metrics and other metrics relevant to their respective product teams

Spraying Systems Co. — **Champaign, IL**
Data Scientist — *Aug' 19 – Dec '19*

- Predicted spray nozzle failures from pressure data using an Isolation Forest model with a success rate of 91%
- Designed a web application that would display model performance, and allow for users to retrain model using recent pressure data
- Highlighted financial potential and economic impact of the model to R&D department through a report detailing the model performance and return on investment gained in the estimated 6-year payback

SKILLS & INTERESTS

Programming Languages: Python, SQL Java, HTML, JavaScript, R

Tools: PyTorch, Flask, PySpark, Elasticsearch, Google Cloud Platform, HuggingFace, Tableau, Grafana, Kibana,

Coursework: Data Structures, Design of Experiments (A/B Testing), Machine Learning, Relational Databases (SQL), Distributed Computing & Systems (Spark)

Languages: English (Fluent), Turkish (Fluent), Mandarin (Conversational), Japanese (Beginner)

AWARDS & CERTIFICATIONS

JFLF Engineering Student Design Competition 2020, Division 5: National Bronze Award