Kayhan Eryılmaz

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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

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 using InfluxDB and Grafana to track TurkNet's time-series network ping data per region, later receiving acknowledgments from InfluxData
- Reduced the "first response time" of support tickets submitted by TurkNet's corporate and wholesale customers by 33% by designing a Tableau dashboard displaying both active support tickets and historical KPI metrics
- Developed and deployed a custom Python library used to automate emails of executive summaries using TurkNet's Simple Mail Transfer Protocol (SMTP) server

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

- Designed and developed a web application with a team of Industrial and Systems Engineering students for Spraying Systems Co. that would predict spray nozzle failures based on pressure data using an Isolation Forest model that had a success rate of approximately 91%
- Presented Spraying Systems Co. with an extensive report and presentation that included results from the development, and the potential profits and economic impact gained resulting in an estimated 6-year payback

RESEARCH AND TEACHING EXPERIENCE

UIUC Department of Industrial and Enterprise Systems Engineering   **Champaign, IL**
Research Assistant   *Sep '19 – May '20*

- Analyzed and visualized data on pandas and plotly that was collected daily from elderly couples to observe the correlation between the relationship satisfaction and metrics related to physical health and kinesiology

UIUC Department of Computer Science   **Champaign, IL**
Course Assistant   *Aug '18 – May '19*

- Worked with course staff to assist over 400 students in learning basic programming concepts in Python, receiving positive feedback from students on teaching style and the quality of explanations

PROJECTS

- **DumbleBot** | Created a chatbot using Keras that imitated the fictional Harry Potter character Dumbledore
- **Reddit Alert Bot** | Created a bot using Reddit's API that sends notifications when a post contains keywords

SKILLS & INTERESTS

Programming Languages: Python, SQL, Java, HTML, JavaScript, R
Tools: TensorFlow, Keras, scikit-learn, Flask, pandas, NumPy, PySpark, Elasticsearch, Google Cloud Platform, Docker, Heroku, Git, Miniconda, Tableau, D3, Plotly, matplotlib, Grafana, Kibana
Languages: English (Fluent), Turkish (Fluent), Mandarin (Conversational), Japanese (Beginner)

AWARDS & CERTIFICATIONS

JFLF Engineering Student Design Competition 2020, Division 5: National Bronze Award (500$)