# Mustafa Aslan

#### Data Scientist • Mathematical Modeller

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### **EDUCATION**

# PhD in Probabilistic Machine Learning in Healthcare Management Cardiff University, Cardiff, UK

Oct 2024 — Present.

- Recipient of WGSSS-ESRC Studentship Award
- Project focused on enhancing discharge care coordination in healthcare and social care using a probabilistic data-driven modelling approach
  - ° Supervisors: Prof Bahman Rostami-Tabar, Dr. Jeremy Dixon

#### **MSc** in Financial Mathematics

# Middle East Technical University, Ankara, Turkey

Oct 2017 — Aug 2021

- · Dissertation: Effects of Exchange Rate Volatility and Firm-Specific Features on the Rates of Returns of the Manufacturing Firms Listed in Borsa İstanbul: A CAPM Approach
  - ° Statistical&Machine learning techniques used: Markov Switching GARCH Models, ARIMA, Panel Data Econometrics, Principal Component Analysis

## **BSc** in Business Administration

Middle East Technical University, Ankara, Turkey

Oct 2011 — Aug 2015

#### WORK EXPERINCES

# Reporting and Data Analytics Executive AKBANK (a leading bank in Turkey), Istanbul

Jun 2022 — Sep 2024

- Applied time-series forecasting and machine learning techniques, including ARIMA, Bayesian Time Series, Prophet, ANN, LSTM, Random Forest, LightGBM and XGBoost, to historical data for making long-horizon forecasts of daily customer call volume. The best model achieved over 94% accuracy (I-MAPE) in forecasting all days of the next month.
- Implemented machine learning models (e.g., XGBoost, LightGBM, CatBoost) to predict customer behavior with an over recall rate of 70% and an accuracy rate of 85%, enabling fewer customer complaints and increase
- Analyzing large amounts of data to identify trends and find patterns, signals and hidden stories within customer calls data.
- Applied machine learning techniques (Z-score, IsolationForest) to detect anomalies.
- Applied unsupervised machine learning techniques (DBSCAN, Gaussian mixture, K-means) to cluster customers.
- Hyperparameter tuning for machine learning models using Hyperopt, Optuna and Keras Tuner.

### Research Associate

# The Economic Policy Research Foundation of Turkey (Think Tank), Ankara

Jan 2022 — Apr 2024

• Determined areas of research to increase knowledge in the particular field.

- Utilizing inferential statistics such as hypothesis testing (e.g., t-test, ANOVA test, population proportion test), confidence intervals, correlation analysis and regression analysis to make inferences and draw conclusions about data.
- Developed statistical models (regression analysis, panel data modeling) for regional development projects to contribute to data-driven decisions.

# Senior Process Development Analyst

# ETI GIDA Inc (a major FMCG player in Turkey), Eskisehir

Jun 2019 — Jan 2022

- Interacted with internal customers to understand business needs and translate into requirements and project scope.
- Assessed the impact of current business processes on users and stakeholders and evaluated potential areas for improvement.
- Maintained strong working knowledge of ERP (SAP), CRM and business intelligence tools and operational features.

## **Internal Auditor**

## Turk Telekom Inc. (the telecom giant of Turkey), Ankara

Nov 2015 — Jun 2019

- Performed strategic planning, execution and finalization of audits using data analytics and critical thinking skills.
- Investigated discrepancies discovered during the auditing process.
- Recommended new methods to improve internal controls and operating efficiency.

#### **RESEARCH INTERESTS**

- Data-driven decision making
- Machine learning
- Reinforcement learning and stocastic optimization in decision making
- Time series forecasting
- Probabilistic forecasting
- Conformal prediction for time series forecasting

#### **SKILLS & EXPERTISE**

**Expertise:** Mathematical and Statistical Modeling, Machine Learning, Time Series Analysis and Forecasting, Stocastic Optimization and Reinforecement Learning, Statistical and Explanatory Data Analysis

Programming: <sup>♣</sup>Python <sup>♠</sup>SQL

Reporting: •quarto Quarto Advanced Excel Olik Qlik View §sas SAS

Languages English (Fluent), Kurdish (Native), Turkish (Native)

### PROFESSIONAL DEVELOPMENT

- Certification:
  - · Data Science: Machine Learning, HarvardX (edX)
- Books (some of my go-to books):
  - ° Forecasting: Principles and Practice (Hyndman et al, 2021)
  - o Introduction to Statistical Learning with Applications in R (Tibshirani et al, 2019)
  - ° The Elements of Statistical Learning (Tibshirani et al, 2008)
  - Probabilistic Machine Learning: An Introduction (Murphy. 2022)
  - ° Reinforcement Learning: An Introduction (Barto et al, 2018)

- ° Reinforcement Learning and Stochastic Optimization (Powell, 2022)
- ° Time Series Forecasting in Python (Peixeiro, 2022)
- ° A Student's Guide to Bayesian Statistics (Lambert, 2018)
- Dive into deep learning (Zhang, 2022)

# REFERENCES

Available upon request