Sura Ozdemir

Sr. Product Manager | PSM | PMP | AI | Cloud | Project Manager

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EXPERIENCE

Sr. Product Manager
Turkish Airlines

📅 Feb 2024 – current 📍 Houston,TX

- **Portfolio Oversight**: Managed multiple interrelated projects within the crew management portfolio, aligning cross-functional initiatives to strategic objectives and ensuring measurable business outcomes.
- **Technology Integration**: Spearheaded the implementation of advanced crew planning and analytics tools, incorporating AI-driven predictive analytics to anticipate staffing needs and adjust schedules dynamically. This led to a 15% improvement in decision-making speed for crew operations and reduced software licensing costs by $12M.
- **Performance Metrics**: Increased crew availability by 20% through optimized scheduling systems, boosting on-time performance across flights, with an estimated impact of $3M in operational cost savings.
- **Cross-Functional Leadership**: Coordinated IT, operations, and business units to streamline crew management processes. Implemented AI-based recommendation systems for optimal shift allocation, reducing overtime costs by $8M.
- **Technologies:** Jira, Confluence, MS Azure DevOps, Python, Tableau

Sr. Product Manager
Houston Methodist Hospital

📅 Feb 2023 – Jan 2024 📍 Houston,TX

- **Product Development & Leadership**: Managed the product lifecycle from concept to launch, led cross-functional teams to ensure timely and in-budget delivery.
- **Program Management**: Delivered projects exceeding $3M in budget, aligning them under an overarching portfolio strategy to maximize business value.
- **Executive Collaboration**: Worked with VP-level leadership to align product strategies, regularly presenting updates and metrics to senior stakeholders.
- **Agile Project Management**: Applied Agile (Scrum/Kanban) methodologies to deliver projects on time.
- **Technologies:** Jira, MS Azure DevOps, Epic EMR, MS Project

Director of Product Management
Procenne Digital Security

📅 Nov 2020 – Dec 2022 📍 Remote - Houston, TX

- **Cross-Functional Agile Leadership**: Directed Product Marketing, Sales, and PMO teams, overseeing a 30% increase in market penetration and a 25% boost in $15 Mil. revenue through targeted product marketing strategies.
- **Stakeholder Management**: Managed stakeholder expectations and alignment with development roadmaps, resulting in a 90% on-time delivery rate for product milestones.
- **Cybersecurity**: Led product development for Hardware-Security Module (HSM) and IoT solutions, coordinating with Development and Operations teams to achieve product delivery within budget and scope.
- **Operational Efficiency**: Implemented streamlined processes that reduced time-to-market by 20%, supporting rapid scaling in the IoT sector.

Sr. Project Manager
Turkish Airlines

📅 May 2016 – Nov 2020 📍 Istanbul, Turkey

- **Project Management**: Led daily standups and sprint planning sessions, coordinating cross-functional teams of designers, developers, and key stakeholders, including Boeing, Jeppesen, IBM, PROS, and GE, to drive product development and ensure timely delivery. Managed agile projects such as DCMS (Digital Cabin Management System) and CRESS (Crew Self Services), utilizing Jira and Confluence to track progress, streamline workflows, and ensure alignment with project goals.
- **Project Coordination**: Oversaw interrelated projects, ensuring strategic alignment and efficient resource allocation across various initiatives.

ABOUT

Product and Project Manager with 15+ years of experience across the aviation, telecom, and cybersecurity industries. Known for driving strategic initiatives, leading cross-functional teams, and delivering high-impact technology solutions.

EDUCATION

M.S. in Computer Engineering
University of Houston

📅 Jul'21 – Dec'22 📍 Houston, TX

Coursework: AI, Machine Learning, Deep Learning, Data Visualization, Cryptography, SW Design, Comp. Arch.

M.S. in Computer Science
RWTH Aachen University

📅 Oct'06 – Mar'09 📍 Aachen, Germany

Coursework: Geo-Data Visualization, Telecommunication, Obj.Oriented Construction, Designing Interactive Systems(HCI)

B.S. in Computer Engineering
Yildiz Technical University

📅 Sept'01 – Aug'05 📍 Istanbul,Turkey

STRENGTHS

Enthusiastic & Modest

Intercultural Communicator

Motivator & Leader

AWS Cloud Certified

Certified Scrum Master and Product Owner

COMPUTER SKILLS

- **Tools:** JIRA, AWS DevOps, Azure DevOps, Figma, Miro, Zeplin
- **Cloud:** AWS, Google Cloud Platform (BigQuery, Looker)
- **Prog. Languages:** Java, C, Python, Matlab

LANGUAGES

English ●●●●●
Turkish ●●●●●
German ●●●●○

EXPERIENCE (cont'd)

Sr. Product and Project Manager
Turk Telekom

📅 Aug 2011 – May 2016   📍 Istanbul, Turkey

- Led IoT and M2M service development, including Smart Home, Smart Grid, and Smart Metering, enhancing products and customer experience.
- Established the IoT team, overseeing hardware and software integration into Telekom's infrastructure, aligned with strategic goals.
- Partnered with IBM, Microsoft, and Google to maintain Turk Telekom's competitive edge through technology collaborations.

Software Engineer
Samsung Electronics

📅 Oct 2009 – Feb 2011   📍 Frankfurt am Main, Germany

- Worked at the integration of brand-new Samsung mobile devices into the European market, ensuring compatibility with regional standards and requirements.
- Played a role in the mobile phone production lifecycle, including the verification, validation, and release of firmware updates to optimize performance.
- Collaborated with vendors like SagemOrga and Giesecke & Devrient to ensure seamless SIM card integration across devices.

Product Development Engineer
Vodafone

📅 Apr 2009 – Oct 2009   📍 Düsseldorf, Germany

- Managed feature prioritization and optimization for Vodafone360 app with development teams, ensuring timely delivery of key functionalities.
- Conducted interoperability testing on Nokia, Ericsson, and Samsung handsets, ensuring seamless performance across various devices.
- Collaborated with cross-functional teams to identify and resolve technical issues, improving app stability and user experience.

Software Engineer
Fraunhofer Institute

📅 Feb 2007 – Dec 2008   📍 Sankt Augustin, Germany

- Developed Mobile Network Monitoring Systems using Java and Linux, supporting IPv4/IPv6, and ensuring efficient network performance.
- Enhanced geographic information systems with uDig on the OSGi platform, improving data visualization and analysis capabilities.
- Conducted performance testing and troubleshooting of network systems to ensure high reliability and scalability in real-world scenarios.

ACHIEVEMENTS: FIRST IN MARKET

- **PCI Certified Hardware Security Module(HSM)**: Spearheaded the development and launch of the region's PCI-certified first hardware security module, setting a new standard for digital security products.
- **Telco grade Smart Home System**: Led the development, implementation, and launch of the first carrier-grade smart home system in the region, branded as TT Smart Home
- **First Android-Based Samsung Smartphone**: Played a key role in the development and market introduction of Samsung's first Android-based smartphone in Europe.

TRAININGS

- **Project Management Professional (PMP)**
- **Scrum and Agile Development**
- **ITIL v3 Foundation**
- **CBAP Business Analyst**
- **Microsoft Sharepoint**
- **Time Management**

CERTIFICATIONS

- AWS Certified Cloud Practitioner
- Certified Professional Scrum Master(PSM)
- Agile with Atlassian JIRA
- Agile Project Management by Google
- Palo Alto Networks Academy Cybersecurity
- Industrial IoT on Google Cloud Platform by Google
- Web Applications with Python and Django
- **Cloud Computing**, *Rackspace Inc*
- Cloud Computing by Udemy
- Solar Energy Systems by Buffalo University
- Marketing Strategy by Udemy
- Matlab Programming by Vanderbilt University
- Internet of Things & Augmented Reality Emerging Technologies by Yonsei University
- **Developing Innovative Ideas for New Companies: The First Step in Entrepreneurship,** *University of Maryland*

CONFERENCES

- **Cyber Week Conference, 21-25 December 2020 Ankara, Turkey**
- **Internet of Things Evolution EXPO , 17-20 August 2015,** *Las Vegas, NV*
- **European Utility Week, 15-17 October 2013,** *Amsterdam-NL*
- **Digital Home World Summit by Informa, 19-20 June 2012,** *London-UK*
- **Speaker at Aviation Solutions EXPO 2018,** *Hamburg, Germany*
- **Webrazzi Summit 2015,** *Istanbul, Turkey*
- **Speaker at ELDER (Assoc. of Electricity Distribution Services),Grand Rixos Hotel (2013)**