

# ISMAIL OZBERK

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## PROFESSIONAL SUMMARY

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Business and data analyst with 3+ years in enterprise software environments, using SQL, Python, and statistical methods to support product and operations decisions. Delivered a customer education program that cut support tickets by 20% and a production efficiency study reducing idle time by 8%. Pursuing M.S. in Applied Analytics at Boston College (STEM-designated, May 2027); peer-reviewed publication co-author.

## EDUCATION

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**Boston College, Chestnut Hill, MA**

Jan 2026 – May 2027

*Master of Science in Applied Analytics (STEM-Designated)* | Coursework: Mathematical Methods for Machine Learning, Data Analysis, AI/ML Software Tools and Platforms

**Gaziantep University, Gaziantep, Turkey**

Sep 2015 – Jun 2019

*Bachelor of Engineering in Industrial Engineering* | 100% English Curriculum

## TECHNICAL SKILLS

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- **Programming & Databases:** Python (Pandas, NumPy, Scikit-learn, Matplotlib, Seaborn), SQL (MySQL, PostgreSQL, joins, aggregations, subqueries), MongoDB, R, Git
- **Data Visualization & Reporting:** Excel (pivot tables, VLOOKUP), Python data visualization (Matplotlib, Seaborn, Plotly), KPI reporting
- **Analytics & Machine Learning:** Regression (linear, logistic), Classification, Clustering (K-Means), Time Series Forecasting (ARIMA, Exponential Smoothing), Neural Networks, A/B Testing, Hypothesis Testing
- **Data Engineering & Analysis:** Data cleaning, data validation, exploratory data analysis (EDA), feature engineering, requirements analysis (BRD/FRD), Agile/Scrum (Jira), API testing (Postman, SoapUI, XML)
- **Tools & Methodologies:** Docker, Visio (process mapping), SDLC, Lean Six Sigma, stakeholder management, cross-functional collaboration

## PROFESSIONAL EXPERIENCE

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**Intecon Information Technology & Consulting, Istanbul, Turkey**

Feb 2022 – Sep 2024

*Business Analyst*

- Wrote SQL queries against MySQL and MongoDB databases to validate data integrity, investigate user behavior patterns, and produce ad-hoc reports for product and customer support teams.
- Analyzed support ticket trends to identify recurring deployment issues, then built a customer education program and internal training manual that cut post-deployment support tickets by 20% within 6 months.
- Led requirements analysis for two software teams (8 developers total), turning business needs into technical specs and managing the backlog in Jira across the full SDLC.
- Owned the business analysis for an enterprise digital signature platform implementation, working with stakeholders, developers, and QA from discovery through deployment.
- Wrote API documentation and ran end-to-end QA database integrity testing, API validation (Postman, SoapUI), and UAT coordination which reduced integration defects found during testing.

**Kipas Holding, Kahramanmaraş, Turkey**

Feb 2019 – Jan 2022

*Industrial Engineer*

- Ran time-and-motion studies and statistical analysis on production line performance, then implemented layout changes that reduced idle time by 8% and improved throughput on targeted lines.
- Built time series forecasting models for demand planning and applied Lean Six Sigma methods to standardize processes, working closely with sales and production teams to align inventory with projected demand.

## PROJECTS

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**Macroeconomic Time-Series & Financial Trend Analysis** | Python, Time-Series, CPI/GDP

- Built inflation-adjusted price indices using CPI data; applied moving averages and log transformations to historical stock prices to extract underlying growth trends.

**Socioeconomic & Wage Analysis** | Python, Descriptive Statistics, IQR Analysis

- Analyzed CPS wage data and Dow Jones returns to evaluate income inequality and market volatility; identified outliers using IQR methods and visualized complex distributions.

## PUBLICATIONS

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Ozberk, H., Kurt, S., Ozmen, S., Cetinbas, C. T., & **Ozberk, I.** (2023). Sociodemographic characteristics associated with indications for surgical menopause in women: a retrospective study. *Revista da Associação Médica Brasileira*, 69(11), e20230398. Conducted statistical analysis and developed visualizations for this Scopus-indexed peer-reviewed paper. <https://doi.org/10.1590/1806-9282.20230398>

## CERTIFICATIONS

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Deep Learning Specialization (DeepLearning.AI/Coursera), Data Scientist Career Track (DataCamp), Machine Learning Scientist Career Track (DataCamp)

## COMMUNITY & LEADERSHIP

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- **Developer Contributor, The Benevolent Bandwidth Foundation** (2025–Present): contributing to the open-source Research Agent AI project alongside professionals from Amazon AGI, Capital One, PayPal, Tesla, and Google.
- **Founder & Board Member, Industry & Innovation Community**, Gaziantep University (2018–2019): led 100+ member organization, events with 50–300 attendees.