Cem Güngör

Industrial Engineer | Business Development & Planning

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SUMMARY

Industrial engineer working on capacity planning, process improvement and AI-assisted automation. At BtcTurk Destek I run forecast-based shift and capacity planning, team efficiency and performance calculations, and KPI controls such as FCR and schedule adherence, and I manage a 3-person monitoring team. An AI-assisted automation I built cut a daily 2.5–3 hour reporting process to 10 minutes. Previous experience includes production planning in SAP MRP at Arçelik and capacity and efficiency analysis at Saint-Gobain.

EXPERIENCE

BtcTurk | Destek · Business Development & Planning Istanbul · 10/2025 – Present

- Build shift-based capacity plans from demand forecasts and efficiency metrics, and size workforce allocation to demand.
- Built an AI-assisted automation that cut a daily 2.5–3 hour reporting process to 10 minutes and improved report data quality and consistency.
- Design end-to-end efficiency and performance calculations for in-house teams and report results to management on a regular cadence.
- Act as controller for FCR (First Contact Resolution) and schedule adherence metrics, auditing the accuracy of manual and RPA outputs.
- Manage a 3-person monitoring team: goal setting, quality control and performance reviews.
- Go-to person for AI and automation in the company: analyse needs across operations, prototype solutions and take them live.

Arçelik · IT Supply Chain Planning – Long-Term Intern Istanbul · 12/2023 – 06/2024

- Supported production planning in the SAP MRP module, helping balance demand and inventory.
- Provided analytical support to planning projects through inventory management and scenario analysis.
- Coordinated the flow of planning data between IT and operations teams.

ADA CNC Cutting Tools & Aviation · Industrial Engineer & Sales Consultant Eskişehir · 07/2023 – 10/2023

- Ran technical sales, quotations and technical presentations for Widia cutting tools.
- Took part in process improvement work aimed at production quality.

Saint-Gobain Abrasives MEA · Production Engineering Intern Eskişehir · 08/2022 – 09/2022

- Measured maximum machine output to run capacity and efficiency analyses.
- Measured labour efficiency and presented root causes and improvement proposals to management.

Türkiye Finans Participation Bank · Data Analyst Intern Istanbul · 07/2022 – 08/2022

- Pulled data with SQL and prepared performance analyses.
- Took part in building decision-tree models used in credit risk assessment.

PROJECT

TÜBİTAK 2209-A Undergraduate Research Grant (funded) 2023

“Mathematical Modelling of Factory Workforce Requirements under Türkiye's Early Retirement (EYT) Law”: a model of how the retirement reform affects factory workforce needs; selected for TÜBİTAK funding.

EDUCATION

Eskişehir Technical University · B.Sc. Industrial Engineering (taught in English) 2020 – 2024

University of Zagreb · Erasmus Exchange, Civil Engineering 2020

Anadolu University · Civil Engineering (transferred to Industrial Engineering) 2017 – 2020

LEADERSHIP

Industry & Productivity Club · Board Member & Advertising Team Lead 2020 – 2022

Ran national promotion campaigns and sponsorship talks and coordinated the advertising team.

SKILLS

Planning & analysis: Capacity and shift planning, demand forecasting, efficiency and performance analysis, KPI design and reporting, process improvement

Automation: AI-assisted process automation, RPA output control

Tools: Excel (advanced, VBA), SQL, Python (automation), SAP MRP, MS Office, AutoCAD

Languages: Turkish (native), English (B2–C1), German (beginner)

Other: References available on request