Sinan Ersin

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EDUCATION

University of Amsterdam- Amsterdam, NETHERLANDS (2017-2018)
MSc. Data Science
Ozyegin University - Istanbul, TURKEY (2013 - 2017)
BSc. Industrial Engineering
American Collegiate Institute - Izmir, TURKEY (2008 - 2013)

CERTIFICATES

- MBA Essentials (London School of Economics) (2021)
- Elastic Certified Analyst (2021)

EXPERIENCE

Elastic – Amsterdam, NETHERLANDS (01/2019 – …)
Position: Sr Data Scientist, Customer Data Office (05/2022 – …)
- Building machine learning models on churn, product adoption, customer behaviour, Propensity to Purchase
- Ownership of various-size initiatives in Customer Success Group (CSG)
- Working closely with other departments (Product/Sales/Marketing) and leading CSG initiatives (in terms of data & reporting and Fiscal Year Planning)

Position: Sr Analyst, Customer Data Office (02/2022 – 04/2022)
- Lead Analyst for Customer Success, Services, Training & Support
- Partnership with Customer Success Group leaders
- Ownership of various-size initiatives in Customer Success Group

Position: Sr Analyst, Insights & Analytics (09/2021 – 01/2022)
- Lead Analyst for Customer Success projects
- Partnership with Customer Success & Services leaders
- Automation of various reports & dashboards by connecting Tableau, BigQuery, GSheets

Position: Sr Analyst, Customer Success Strategy & Operations (05/2021 – 08/2021)
- Maintain monthly reports of performance and success on SFDC, Kibana & Tableau

Position: Analyst, Services Operations (05/2020 – 4/2021)
- Led prediction and optimization projects and helping out with reporting
- Created a revenue & bookings forecast models for Services
- Automating manual work within Services Ops team
- Working as an EMEA Solutions Partner to the Services Team

Position: Analyst, Training Operations (01/2019 – 04/2020)
- Created a Machine Learning Model to decide on new cities to deliver trainings
- Created a mathematical optimization model to assign instructors to trainings
- Created a Kibana Dashboard for internal usage

	OBI4wan – Amsterdam, NETHERLANDS (04/2018 – 07/2018) **Position:** Graduate Data Scientist **Thesis Project:** Developing a predictive model for viral tweets ♦ New features are created using the Twitter users' data obtained by Twitter API ♦ Tf-Idf and word2vec is used to analyze and compare text ♦ Machine Learning methods are used (Logistic Regression, Random Forest, SVM) for classification ♦ Improved baseline model's F1 score by 10%
OTHER PROJECTS	**National Data Science Bowl** **Goal:** Classifying plankton types according to the images ♦ Tackled an imbalance problem ♦ Built a Convolutional Neural Network ♦ Tuned the hyper-parameters using 5-fold cross validation **Urban Dictionary for Reddit** **Goal:** Finding the meanings of new words used in Reddit which are not present in dictionaries ♦ Used word2vec to vectorize each word ♦ Built a model that is -in theory- updated every day with the new comments in Reddit ♦ Presented synonyms or near-synonyms of the urban words ♦ Because word2vec is an unsupervised model, evaluation was done manually
SKILLS	**LANGUAGE SKILLS** ♦ Turkish (Native) ♦ English (Advanced) ♦ Dutch (Beginner) **COMPUTER SKILLS** ♦ Python ♦ SQL ♦ Tableau ♦ Kibana ♦ Google Workspace (G Suite)
WORK PERMIT	♦ I have a working visa. The company is not required to apply for my work permit
EXTRACURRICULAR ACTIVITIES	♦ Volunteer, Math tutor of elementary students from low-income families (2016 - 2017) ♦ Volunteer, Worked at various refugee events (food/clothing assistance) (2016 - 2017) ♦ Volunteer, LOSEV (Foundation for Children with Leukemia) (2013 - 2016) ♦ Volunteer, TURMEPA (Turkish Marine Environment Protection Association) (2014 - 2015) ♦ Volunteer, Izmir Behcet Uz Children Hospital (2009 - 2013)