

Ozge Zengin

Data and technology-focused professional with experience across business intelligence, data science, machine learning, analytics, GenAI related initiatives and digital transformation.



ozgezengin99@gmail.com



004915510868130



Frankfurt am Main, Germany



linkedin.com/in/ozgezengin

SKILLS

Python (Advanced Analytics, Machine Learning, NLP, Deep Learning, Predictive Modeling)

Power BI, Tableau (Visualization, KPI reporting, stakeholder communication)

GenAI (LLM-based workflows, text processing)

Model evaluation & monitoring (stability/performance tracking)

Governance / Documentation (Regulated Environments)

Google Cloud Platform (BigQuery, Vertex AI)

SQL (MSSQL, MySQL, Oracle, Feature Engineering)

HTML, PHP, CSS, JQuery, JavaScript, Ajax (Web Development)

EDUCATION

Bogazici University

B.Sc. in Management Information Systems

09/2018 - 06/2024

(GPA : 3.35 / 4.00)

WORK EXPERIENCE

ING-DiBA AG

Data Scientist — Analytics, GenAI Squad

11/2025 - Present

Frankfurt am Main, Germany

- Delivered an enterprise-grade **Customer Complaints Analytics** initiative by analyzing large-scale/semi-structured complaint datasets and converting to **structured insight layers** to support internal decision-making and customer journey improvement.
- Developed and iterated **GenAI** pipelines on Google Cloud Platform, integrating **Gemini** (Vertex AI) to generate high-quality summaries and enable consistent interpretation of complaint content.
- Identified key **operational pain points across customer communication**, translating qualitative complaint narratives into decision-ready improvement signals.
- Implemented and improved **LLM-as-a-Judge evaluation logic**, defining quality criteria and scoring methodology to benchmark summary strategies and guide GenAI adoption.
- Collaborated cross-functionally to turn analytical outputs into **actionable recommendations**, selecting optimal trade-offs between LLM-based and classical analytical approaches in ambiguous problem spaces.

ING Technology A.S.

Data Scientist — Analytics, International Program

10/2024 - 11/2025

Istanbul, Turkey

- Developed and refined **propensity-style binary classification models** in a **regulated banking environment**, enabling CRM targeting and campaign strategy through robust scoring and segmentation logic aligned with business objectives and governance requirements.
- Led end-to-end **data preparation and feature engineering** workflows, ensuring **data quality, auditability, and temporal robustness** for model deployment and monitoring in production-like settings.
- Conducted structured **benchmarking and selection of supervised classification models**, comparing performance and stability metrics and translating outcomes into **decision-ready artifacts** for stakeholders and governance reviews.
- Performed **production model monitoring** for existing propensity models by tracking stability and performance over time, ensuring early issue detection and supporting **sustainable model governance** through evidence-based reporting.
- Produced and maintained **risk/governance documentation** (TMD/ISD) and supported **UAT and model validation**, coordinating across data, business, and risk stakeholders and contributing to **global peer review** with clear, evidence-backed responses.

INTERESTS

Playing Flute

Playing Piano

Choral music
(polyphonic choir
singing & choral
arranging)

Creative writing &
copywriting

Racket Sports

Travel

LANGUAGES

Turkish
Native or Bilingual Proficiency

English
Full Professional Proficiency

German
Elementary Proficiency

WORK EXPERIENCE

SIEMENS AG

Business Excellence & Data Science - Working Student

06/2022 - 08/2024

- **Business Excellence | BI, Digitalization & Automation Analytics:** Developed and maintained **10+ interactive Power BI** dashboards as scalable self-service **BI solutions** for **financial, forecasting, resource planning, and operational reporting**, enabling KPI monitoring and stakeholder-ready performance insights.
- Owned BI requirements **end-to-end** by partnering with stakeholders to define KPIs, reporting logic, and data definitions, supporting digitalization initiatives through reusable dashboards.
- Built operational dashboards by digitalizing a previously manual workflow into a **standardized reporting** and alerting layer, enabling workforce/project transparency and compliance tracking via threshold-based early-warning indicators.
- Integrated and validated **RPA outputs** within reporting layers to improve process transparency and ensure consistency between automated operations and KPI reporting.
- Strengthened reporting accuracy by resolving **data quality issues** across SharePoint-driven datasets (missing values, inconsistencies, definition mismatches), improving reliability
- **Data Science Expertise:** Contributed to **multiple applied data science initiatives (5+ projects)** addressing operational challenges, partnering with **stakeholders and customer-facing teams** to translate business needs into analytics solutions. Designed and evaluated approaches for **similarity analysis, anomaly detection, forecasting, and text-based signal extraction**, enabling automation-ready decision support. Built **supervised machine learning and deep learning solutions** using labeled data to deliver structured insights for **communication and risk-related contexts**. Throughout solution design and evaluation, prioritized **data quality, interpretability and business relevance**, while incorporating **responsible AI** considerations such as ethical data sourcing, scalability, computational cost and value creation.

VOLUNTEERING & ORGANIZATIONS

BOGAZICI JAZZ CHOIR (09/2017 - 07/2024)

AIESEC (08/2019 - 02/2021) [🔗](#)

Dedicated to achieving the United Nations' sustainable development goals, fostering world peace, and enhancing global cultural exchange.

AIESEC Team Member of Incoming Global Volunteer Sales (08/2019 - 12/2019)

Fostered partnerships for United Nations' Sustainable Development Goals projects by conducting targeted outreach to local NGOs.

AIESEC Team Leader of Outgoing Global Talent (12/2019 - 06/2020)

Collaborated with diverse teams to execute global talent projects, successfully expanding international diversity in line with UN SDGs.

AIESEC Business Development Team Leader (06/2020 - 02/2021)

*Developed **10+** partnerships across multiple sectors, enhancing B2B processes and contributing to the successful execution of **5+** UN Sustainable Development Goal projects.*

ASSOCIATION

Google Developer Students Club - AI & ML Team Leader

COMPEC - Bogazici University IT Club

BUMK - Bogazici University Music Club

TUKD - Turkish University Women's Association