ÇAĞIL ÇAĞLAR



M.Sc. Management Engineer

As a Management Engineering Master's graduate from Istanbul Technical University, I am a strategist with deep expertise in "Organizational Development," "Business Intelligence," and "Digital Transformation." To date, I have transformed data into a strategic asset to increase the digital maturity levels of organizations and successfully led end-to-end process optimizations. With my analytical vision and system-building capabilities, I aim to advance my career in "Organizational Development" focused strategic roles that adapt companies' organizational capacities to modern requirements and drive sustainable growth.

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EDUCATION

ISTANBUL TECHNICAL UNIVERSITY – Master Degree (2021 – 2024)

- Management Engineering / GPA: 3,41
  Thesis: Measuring the efficiency of Polyclinics in the health sector using fuzzy data envelopment analysis

ALADDIN KEYKUBAT UNIVERSITY – Bachelor Degree (2015 – 2019)

- Management Engineering / GPA: 2,93
  Thesis: The Effects of ISO Quality Certification on the Companies by Sector and A Study of 200 Companies

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WORK EXPERIENCE

Medicabil Healthcare Group – February 2023 / Present

Position: Digitalization and Business Development Leader

- Decommissioned outdated reporting systems and established a centralized, Power BI-based data analysis unit across the hospital; maximized management's decision-making speed and employee productivity by reducing Excel usage by 90% and publishing 100+ reports and 300+ dashboard versions within 3 years.

- Established real-time, daily, and monthly target tracking systems (patient volume and revenue metrics), ensuring instant data readability and significantly shortening operational response times across all management levels.
- Digitized the budgeting process, the finance department's most workload-intensive task, fully automating 3 months of manual operations and pioneering a "doctor-based micro-budgeting" infrastructure.
- Built and digitized the "Doctor Performance Evaluation System" and "Department-Based Profit/Loss (P&L)" structures from scratch; empowered management with instant intervention capabilities through daily and monthly efficiency and profitability metrics.
- Integrated the academic LRFM methodology into corporate operations to establish Customer Behavior (Loyal, Churned, etc.) and Value Segmentation (Platinum, VIP, etc.) systems; successfully recovered at-risk/lost patients and generated additional revenue through targeted marketing campaigns based on value segments.
- Transformed purchasing consumption data into a real-time trackable format and developed a previously non-existent "Supplier Performance Measurement System," making the efficiency of the entire supplier network reportable on a monthly and annual basis.
- Designed an 18-week “Digitalization” training program aligned with corporate organizational development goals and provided comprehensive training to top-level executives; also directly contributed to the digitalization of HR processes, report designs, and process improvement initiatives.
- Managed all "Digitalization" initiatives under the national Turquality program single-handedly; successfully spearheaded the institution's strategic digitalization goals, budget planning, project execution, and official management presentations.

Bursaspor Basketball – November 2019 / December 2020

Position: Youth Basketball Coach

- Designed competency and performance development programs for various age groups, managing the end-to-end technical, tactical, and physical development processes of the athletes.
- Contributed significantly to talent acquisition processes including the discovery, selection, and integration of new talents into the organization.
- Managed the communication network between athletes, parents, and management to foster team discipline and ensure seamless organizational coordination.

Freelance – June 2017 / November 2019

Position: Advertising and Marketing Consultant

- Developed comprehensive advertising and marketing strategies for local businesses in Antalya through my own consulting initiative.
- Identified companies with potential advertising needs and conducted detailed market share research and competitive analyses.
- Defined target audiences based on in-depth needs analyses and planned, executed, and managed strategic advertising campaigns tailored to these demographics.
- Meticulously tracked all project phases from inception to end-user delivery, analyzed campaign performances, and presented comprehensive ROI and results reports to stakeholders.
- Enhanced clients' brand visibility through implemented strategies, contributing directly to their competitive advantage and sustainable growth models.

Öztuğ Automotive – July 2019 / September 2019

Position: Quality Intern

- Adapted academically recognized strategic management models (such as Mintzberg and D'Aveni) to production workflows to conduct analyses aimed at boosting corporate efficiency.
- Created order and production workflow diagrams and conducted method engineering studies to identify process bottlenecks, proposing improvement projects that enhanced overall operational efficiency.

Sinta A.Ş. – May 2018 / July 2018

Position: Human Resources Intern

- Analyzed the company's operational data over the last 10 years to construct an "Organizational Life Cycle" model; presented a detailed analysis to top management regarding historical growth phases and strategic development needs.
- Conducted field observations to assess employee motivation and workplace dynamics on-site; actively supported field applications designed to increase employee engagement.
- Played an active role in candidate screening, interview scheduling, and evaluation phases to support full-cycle recruitment and talent acquisition operations.
- Provided comprehensive support for the planning, execution, and development tracking of internal corporate training programs.
- Managed timesheet tracking, data generation, and system entry processes, ensuring the flawless execution of core HR operations and personnel data management.

COMPUTER & TECHNICAL SKILLS

- **Power BI, SQL:** Advanced
- **WordPress:** Advanced
- **Python:** Intermediate
- **Excel Makro:** Intermediate
- **Visual Basic:** Intermediate
- **ProModel, Arena:** Intermediate
- **Zirve, LOGO:** Intermediate
- **Photoshop, After Effects:** Intermediate
- **SAP:** Basic
- **SPSS, MatLab:** Basic

EDUCATIONAL EXPERIENCES & ACADEMIC WORK

- **Dec 2025** – Paper: The Role of Lean Approach and Artificial Intelligence in Nursing Workflow
- **Feb 2024 / Feb 2025** – Master Thesis: Measuring the efficiency of Polyclinics in the health sector using fuzzy data envelopment analysis
- **Sep 2023 / Dec 2023** – Associating Digital Transformation and ESG in Companies
- **Feb 2023 / Jun 2023** – Efficiency Measurement with Data Envelopment Analysis in Private Hospital in Turkey
- **Sep 2022 / Jan 2023** – Queue Line Theory Pizza Simulation Example
- **Feb 2022 / Jun 2022** – Human Resources Management and Metaverse Association
- **Apr 2020 / Jan 2023** – TamBirMuhendis.com Engineering News & Blog Page
- **Dec 2019** – Paper: The Impact of ISO Quality Certificates on Companies on a Sectoral Basis
- **Dec 2019** – Paper: Characteristics of Companies with ISO Certificate

- **Oct 2018 / Jun 2019** – Undergraduate Thesis: The Effects of ISO Quality Certification on the Companies by Sector and A Study of 200 Companies
- **Sep 2017 / May 2018** – Yemeksepeti Application Review in Terms of SUS and CSUQ
- **October 2017 / January 2019** – Alku Nature Sports Club / Chairman of the Board of Directors
- **February 2016 / September 2017** – R&D and Innovation Club / Chairman of the Audit Board

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LANGUAGE SKILLS

- **English:** C2 (Completed a 4-month language education program in Oxford)
- **German:** A1

CERTIFICATES & SEMINARS (Selected)

- **2025** – SAP ERP Training
- **2025** – Artificial Intelligence Education in Healthcare
- **2025** – Big Data
- **2025** – Information Technology Law
- **2025** – Project Management and Its Fundamentals
- **2025** – Company Valuation and Investment Processes
- **2025** – Effective Communication Strategies
- **2023** – POWER BI Training
- **2023** – Advanced SQL with Applications
- **2023** – Advanced Excel Macro Training
- **2022** – Strategic Human Resources Management Training
- **2022** – Management Sciences Congress 22’
- **2021** – Fundamentals of Finance (Prof. Dr. Özgür Demirtaş)
- **2021** – Financial Literacy Education
- **2021** – ITU Trends Summit
- **2021** – ITU LET'S
- **2020** – Koç University Investment Education
- **2019** – KYK Certificate of Appreciation
- **2019** – 6th Yildiz Social Sciences Congress
- **2017** – Management Sciences Congress 17’
- **2017** – Yeditepe University Brain 17'
- **2017** – EnERP Training Certificate
- **2017** – Communication Skills, Mental Image and Self-Confidence Management

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VOLUNTEERING & SOCIAL ACTIVITIES

AKUT Volunteer, Basketball Coaching, Mountaineering, Camping, Trekking

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