



RABİA İNCİ ERYILMAZ

Data Analyst | Statistics · SAP & Retail Operations · AI-Powered Analytics & Automation

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PROFILE

I am a data analyst with a degree in Statistics. My experience in retail operations and SAP ERP allows me to evaluate data not only from a technical perspective but together with the business processes behind it. I identify recurring issues, trends and improvement areas in operational data and turn them into analyses that support decision-making.

I actively use Python, machine learning and LLM-based tools for data analysis, modelling, automation and prototyping. With AI-assisted development tools such as Claude Code and OpenAI Codex, I can turn analysis ideas into working applications, reporting tools and data pipelines.

WORK EXPERIENCE

IT Operations Specialist — BİM Birleşik Mağazalar A.Ş. (BİM & FİLE)

Sep 2025 – Present · İstanbul

- Processed SAP help-desk tickets with Python to analyze error density, recurring issues, resolution times and periodic trends by module, region and user group. Classified free-text fields such as request descriptions with LLM-based methods to uncover issue patterns that are hard to spot through manual review, and consolidated the findings in a comparative, filterable reporting view.
- Provide first-level support for SAP SD, FI, MM and EWM modules: analyze and prioritize user requests, resolve the cases within my scope, and hand more complex issues to the relevant business analysts together with root-cause and investigation notes.
- Based on the findings, fixes were made in ABAP and the related SAP modules and problematic screens were improved; training was planned and documentation prepared for the employees and regions that needed it. As a result of these improvements, help-desk requests decreased in some regions.

Business Analyst Intern — Koçtaş

Sep 2024 – Jun 2025 · İstanbul

- Analyzed stock discrepancies in SAP ERP and EWM and managed corrective actions, preventing disruptions in warehouse processes and improving inventory accuracy.
- Handled system errors occurring during goods receipt and goods issue through the ticket management system, keeping processes running without interruption and reducing the impact of operational disruptions on the team.
- Monitored integration processes between vendors and carriers in the ERP, identified issues and developed solutions with the relevant departments, ensuring the continuity of shipping processes and improving customer delivery.
- Analyzed SAP screens frequently used by the team and proposed usability improvements, reducing recurring transaction errors and supporting team efficiency.

Data Science Project Intern — Yıldız Technical University

Mar 2023 – Sep 2023 · İstanbul

- Supported a research group on an automated house-valuation project that aimed to estimate property value without an appraiser visit. Cleaned and prepared housing data in Python, compared different regression models, and presented the results to the academic team with visualizations.

SELECTED PROJECTS

Insurance Quote Approval Prediction — Python · scikit-learn · XGBoost · Streamlit

2024 – 2025

- Carried out an end-to-end classification study on 19,000+ motor-insurance quotes to predict the likelihood of a quote being accepted; built separate models for individual and corporate customers.
- Optimized Logistic Regression, Random Forest and XGBoost models and combined them with an ensemble approach, reaching a ROC-AUC of 0.76 in the individual customer segment.
- Examined the model results to analyze how variables such as price sensitivity and renewal behaviour relate to quote acceptance, and interpreted the findings from a business perspective.
- Published the work as a Streamlit web application: github.com/incieryilmazz/sigorta-tahmin-app

Bachelor's Thesis — Psychological Effects of Digital Gaming Habits — Survey Design · Python · Statistical Analysis

2025

- Conducted an online survey with 252 participants aged 12–67. Examined the factors related to psychological well-being using correlation analysis, ANOVA with post-hoc tests, multiple linear regression and clustering.

Breast Cancer Classification — Python · scikit-learn

- Applied Logistic Regression, KNN, CART and Random Forest algorithms to breast cancer data and compared the models' performance.

SKILLS

Data Analysis & Statistics: Python (pandas, NumPy, SciPy), SQL (JOIN, GROUP BY), exploratory data analysis, data cleaning and preprocessing, hypothesis testing (chi-square, ANOVA), regression, clustering, trend analysis, KPI reporting, Excel

Data Visualization: matplotlib, seaborn, Plotly, Streamlit

Machine Learning: scikit-learn, XGBoost, Random Forest, ensemble methods, model evaluation (ROC-AUC, F1), hyperparameter optimization, feature engineering, model tuning

AI-Powered Development & Automation: Claude Code, OpenAI Codex, LLM-based data and text analysis, AI-assisted coding, rapid prototyping, automation and data-processing pipelines, REST API integrations

SAP & Business Analysis: SAP ERP (SD, FI, MM, EWM), root-cause analysis, requirements analysis, process improvement, Agile/Scrum

Tools: Git & GitHub, Jupyter Notebook, VS Code, Vercel

EDUCATION

B.Sc. Statistics — Yıldız Technical University

2022 – 2025

CERTIFICATIONS & TRAINING

- Google — Foundations: Data, Data, Everywhere (Coursera, 2025)
- SISTERLAB / Ada Lovelace Academy — Data Science Academy (2023–2024)
- DataCamp — Introduction to Python (2023)
- Udemy — Algorithm Development and Programming (2022)

LANGUAGES

- Turkish — Native
- English — B1