Eyuphan Durmus

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Experience

AI/ML Engineer Nov 2025 – Aug 2026
Crypto Exchange *Tirana, Albania*

- Rebuilt the customer support and finance escalation workflow by consolidating unstructured Lark conversations into a centralized **Zendesk** hub, improving case ownership and tracking while reducing average resolution time by **40%**.
- Extended the hub with an **AI investigation tool** using **hybrid dense/sparse retrieval** and multi-LLM task routing to investigate exchange activity across **76 backend endpoints** and **29 categories**.
- Reduced average case resolution time by a further **80%** and enabled eligible cases to be resolved without developer escalation.
- Built an **AI influencer platform** using different personas and **RAG**/RSS-based news ingestion to generate and schedule platform-specific content for marketing teams.

Technologies: Chroma, BM25, RRF, Ollama, OpenRouter,OpenAI Zendesk, Python, FastAPI

R&D Engineer Aug 2024 – Nov 2025
MND Robotics *Antalya, Turkey*

- Led the end-to-end development of **Jaguar**, an automated robotic quality-control system that combined multi-angle laser scanning, 3D **point-cloud** reconstruction, and A*-based **path planning** to generate **3D digital twins** and measure complex part features in average **40 seconds per part**.
- Developed a **React-Flask** dashboard for operator control and real-time monitoring, integrating the system with external quality-control equipment.
- Migrated an autonomous guided vehicle delivered to Turkish Aerospace Industries from **ROS 1** to **ROS 2**.
- Maintained and supported AGV software deployed across multiple customer sites.

Technologies: ROS 2, Open3D, OpenCV, Mech-Eye, Docker, React, Flask, Sentry

R&D Intern Aug 2023 – Sep 2023
IMECAR *Antalya, Turkey*

- Prototyped **ROS 2**-based software for an autonomous waste-collection robot.

Education

2024 Akdeniz University
B.Sc. in Electrical and Electronics Engineering *Antalya, Turkey*

Projects & Certificates

EEG Ocular Artifact Denoising – B.Sc. Thesis Project

- Built a **U-Net**-based deep learning pipeline for **EOG** artifact removal from 19-channel **EEG** signals

Machine Learning Specialization
DeepLearning.AI & Stanford University

Skills

- **Languages:** Turkish (native), English (Professional Working Proficiency)
- **AI & Machine Learning:** TensorFlow/Keras, PyTorch, LoRA, RAG, vLLM, U-Net
- **Robotics & 3D:** ROS, ROS 2, Open3D, point-cloud processing
- **Tech Stack:** Python, SQL, JavaScript, Flask, React, PostgreSQL, Redis, MySQL, SQLite, Pandas, NumPy, SciPy, Socket.IO, Docker, Git, Linux