

Gokhan Guney

ultrainstinctox.github.io | g_guney@icloud.com | +90 507 731 74 06

EDUCATION

ANADOLU UNIVERSITY

AAS IN WEB DESIGN AND CODING
Sep 2021 - Present | Eskisehir, Turkey

DOKUZ EYLÜL UNIVERSITY

BA IN AMERICAN CULTURE AND
LITERATURE

Sep 2017 - Aug 2021 | Izmir, Turkey
Faculty of Letters

Magna Cum Laude

Cum. GPA: 3.36 / 4.0

SKILLS

PROGRAMMING

Expert:

- Salesforce (Apex, SOQL, LWC, Flow)
- AI/ML Integration • TypeScript
- JavaScript • Python • React
- Process Automation

Proficient:

- C# • Swift • PHP • Ruby
- Go • Java • Rust

Technologies:

- Salesforce Platform • Service Cloud
- Marketing Cloud • OpenAI/Anthropic APIs
- Document Understanding • MySQL
- Docker • OpenTelemetry • MCP

LINKS

GitHub:// [Gokhan Guney](#)

LinkedIn:// [Gokhan Guney](#)

Tools:// [goku.codes](#)

PROJECTS

AGENT INFRASTRUCTURE | ORCHESTRATION & OBSERVABILITY

- **Panel** (GitHub): Proof-of-humanity infra for AI agent outputs – captcha-shaped RLHF feedback layer with multi-SDK, OTEL collector, LLM proxy, and PII redaction
- **Hermes Agent Platform**: Multi-agent conductor/specialist workstream layer with Kanban orchestration, Discord bot bridge, and cron-driven autonomous workflows
- **smolswarms** (GitHub): Autonomous AI agent swarm orchestration framework

EXPERIENCE

SUNEXPRESS AIRLINES | SALESFORCE ARCHITECT

Mar 2025 - Present | Izmir, Turkey

- Architected 2D omnichannel routing system matching agent domain expertise with personality traits, improving KPI performance across FCC, FRT, and resolution metrics
- Designed AI-powered case classification framework with automated priority routing and empathy-based assignment algorithms
- Developed fully automated identity verification app with Document Understanding for ID parsing and liveness detection
- Built real-time reporting infrastructure for executive meetings and compliance audits using custom Salesforce data pipelines
- Drove platform modernization including Lightning Web Component migration and architectural refactoring

COREDET TECHNOLOGY | SALESFORCE CONSULTANT

Nov 2021 - Feb 2025 | Remote

Enterprise Salesforce consulting for major Turkish corporations across aviation, consumer goods, and manufacturing.

SunExpress (Dec 2021 - Feb 2025):

- Developed FormTitan-integrated webform platform with automated compensation workflow and approval routing
- Implemented Sales Cloud infrastructure for multi-channel customer support and B2B email automation via Marketing Cloud

Coca-Cola Icecek (Feb 2022 - Aug 2023):

- Delivered two complete redesigns of customer service portal with responsive mobile/desktop implementations
- Built accessible UI components with CSS animations and JavaScript-enhanced interactions

Vestel (Jan 2022 - Feb 2025):

- Developed location-based service platform with map visualization, route planning, and visit management
- Implemented Kanban workflow system for corporate store tracking

PLATFORMS & APPLICATIONS | FULL-STACK

- **vlc-auto-dub** (GitHub): AI-powered video dubbing and transcription extension for VLC
- **Inkera**: Global tattoo fair platform for design review and appointment scheduling
- **goku.codes** (goku.codes): Personal tooling hub and agent orchestration dashboard