



## Ing. ANIL ACAR

Structural Engineer | IT Support

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### PROFILE

Graduated from university with *Master of Science degree* in Structural Engineering Department at VŠB -Technical University of Ostrava. An enthusiastic engineer for learning new things to improve skillset in engineering fields especially in information technology areas. Currently, learning frontend web development basics.

### SKILLS

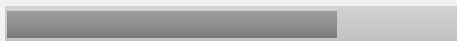
JavaScript



CSS3



CSS/Bootstrap



HTML5



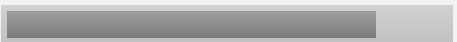
CSS Preprocessor (SASS)



GIT



Microsoft Office (Excel, Word, PP)



AutoCAD



### LANGUAGES

Turkish: Native Speaker

English: B2 LEVEL

Czech: B1 LEVEL

## EXPERIENCE

- **IBM / Kyndryl Global Services Delivery Center, s.r.o.**  
(Brno / Czech Republic)  
**Customer Service Representative English & Turkish**  
(January 2021 – At present)

- Awarded Client Dedication Award and 4 times Employee of the Month,
  - Trained/mentored newcomers,
  - Provided full capacity IT services to employees of partner companies,
  - Used tools to determine users' problem or request; provided Level 1 IT support and resolved the users' issue when applicable, or transferred it to Level 2 support,
  - Collaborated with clients, and vendors,
  - Resolved inbound and outbound phone calls, self-service web tickets, and chats for a certain account;
  - Managed monitoring incoming/existing tasks, following the Knowledge Base,
  - Communicated urgent issues with internal groups to resolve or escalate tickets when needed,
  - Routinely updated the client, following SLA guidelines,
- Familiarity with CRM systems and practices, Microsoft Office Suite (PowerPoint, Excel, Word, Outlook), ServiceNow, Five9, SAP GUI, IBM i (AS400, iSeries), GlobalProtect VPN, Workday, Teams, VMWare, Active Roles, Workspace, LogMeIn, MS Azure, Duo, Cisco WebEx, Secure-ONE.

- **KP Revital s.r.o. (Ostrava / Czech Republic)**  
**Site Civil Engineer** (June 2017 – September 2018)

- Worked as site and office engineer from the beginning to end process at worksites,
- Designed two family home projects in AutoCad software,
- Created work organizations at worksites,
- Executed reconstruction of nursing home with some changes of building foundation,
- Launched calculation of amount of all materials,
- Prepared work schedules,
- Attended meetings and design progress,
- Created weekly progress presentations,
- Resolved problems at worksites.

- **Dorce Prefabricated Building and Construction Industry Trade Inc. (Ankara / Turkey)**  
**Production Engineer** (August 2016 – January 2017)

- Executed parts of production and construction of the Modular Container Units and Prefabricated Steel Construction Building systems process.

## EDUCATION

- **Vysoká Škola Báňská - Technical University of Ostrava**
- **Civil Engineering and Applied Mathematics – PhD.** (2021)  
- \*\*\*Dropped a week before starting due to my career.
- **Vysoká Škola Báňská - Technical University of Ostrava**  
(Ostrava / Czech Republic)
- **Structural Engineering - MSc. Degree (ING.)** (2019 – 2021)  
(GPA: 4.00 / 4.00)  
- Also, erasmus student in Civil Engineering Department (09/2014 – 02/2015)
- **Anadolu University (Eskisehir / Turkey)**
- **Civil Engineering Bachelor's Degree** (English) (2011 – 2016)