AKİF AKKOYUN
FULL STACK DEVELOPER

CONTACT

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- ✅ Military service
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- 📅 01.01.1997

EDUCATION

- **Uludağ University**

Computer Programming

Sep 2017 - Jul2019

- **Ege College Anatolian High School**

Sep 2012 - Jun 2016

LANGUAGE

- English | B1

SKILLS

- C#
- HTML
- CSS
- Java Script
- Ms Office
- .Net Mvc
- .Net Api
- Entity Framework Core
- Automapper
- FluentValidation
- MsSS Management Studio

SUMMARY

Being involved in remote work my entire career has taught me to value two key traits, honesty and dependability. I've chosen to live my life by those traits, whether I'm in office in a meeting with my teammates or on the other side of the world, proactively finding a solution to some of our teams' hardest issues. My greatest passion is solving problems. Understanding the real needs is uncovering the true desires and motivations behind. Creating a customer demand, building a new product or expanding the business yells for a mixture of abstract thinking, business analytics skills and product oriented mind. As a Solutions architect I grow those every day.

EXPERIENCE

CAREER TRANSITION

Career Break | Aug 2023 - Present

- I decided to evolve my career from IT Support to becoming a Software Developer. That's why I've started my training with Siliconmade Academy

PERKINELMER

IT Support Specialist | Jan 2022 - Jun 2023

- ✓ Customer Service: Deliver high-quality customer service by effectively communicating with users, managing expectations, and following up to ensure issues are resolved to satisfaction. Provide first-line support to end-users via phone, email, and in-person for technical issues related to hardware, software, and network systems.
✓ User Assistance: Assist users with the installation, configuration, and usage of software applications. Educate users on best practices for security and software utilization.
Documentation: Maintain accurate records of support requests, resolutions, and system changes. Create and update technical documentation and user guides.
✓ Inventory Management: Track and manage IT assets, including hardware and software. Assist in the procurement and setup of new equipment.

TARİŞ

IT Support Assistant Specialist | Feb 2020 - Dec 2021

- ✓ Technical Assistance: Offer first-line support to users for IT-related issues, including hardware, software, and network problems. Assist in troubleshooting and resolving basic technical issues.
✓ Network Support: Help monitor and maintain network performance. Assist with resolving connectivity issues and supporting network-related tasks.
✓ User Support: Respond to and manage incoming support requests via phone, email, or in-person. Guide users through problem resolution processes and provide clear instructions.
✓ Customer Service: Deliver high-quality customer service with a focus on clear communication and user satisfaction. Manage user expectations and provide timely follow-ups on support requests.

INPOL TECHNOLOGY SERVICES

Intern | Jul 2019 - Sept 2019

- This experience is designed to integrate theoretical knowledge with practical experience. This opportunity allowed me to observe the in real-world settings.

  ✓ Assisted the development team in testing, and maintenance of software applications.
✓ Document processes, write reports, and provide feedback on project progress

CERTIFICATES

- **Backend Software Development Training /**Siliconmade Academy
  May 2024
- **Basic Programming Training / Siliconmade Academy**
  Dec 2023
- **İş Bankası ProSchool Data & AI Class / Talent.co**
  Mar 2024
- **C# Course / Udemy**

- **.Net Core Course/ Patikadev Academy**

- **C# Course / Btk Academy**