Ali Can Kanbolat

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in [Linkedin](#)

PROFESSIONAL SUMMARY

Technical Support Engineer with strong field experience gained in the Turkish Air Force and the automotive software industry. Former UAV Pilot with extensive hands-on operational background, accustomed to working under pressure and in mission-critical environments.Experienced in live customer support, troubleshooting vehicle software issues, remote and on-site technical assistance, and end-user communication. Highly adaptable, solution-oriented, and proficient in coordinating between technical teams and customers.

Education

Sep 2009 - Aug 2013

B.Sc. in Electronics Engineering

Turkish Air Force Academy, Istanbul

Professional Experience

Aug 2021 - Jul 2023

Technical Support Engineer / Computer Operator
Metadiag, Istanbul

- Provided **live technical support** to customers using automotive diagnostic and vehicle software systems
- Troubleshot **software, system, and connectivity issues** related to vehicle diagnostics
- Supported customers via **remote access, phone, and live communication channels**
- Assisted in **on-site field support activities** when required
- Logged, tracked, and reported incidents using **CRM and reporting tools**
- Collaborated with development and technical teams to resolve recurring system issues
- Delivered clear technical explanations to non-technical users

Feb 2021 - Aug 2021

SCADA Engineer
Mks Devo, Balikesir

- Worked on **industrial automation and SCADA systems**
- Supported system monitoring, diagnostics, and operational continuity ● Participated in on-site technical inspections and system checks

Aug 2013 - Oct 2018

Field Operations Officer / UAV Pilot
Turkish Air Force, Batman

- Conducted **field operations** in high-responsibility and time-critical environments
- Performed **system checks, fault detection, and technical assessments** of UAV electronic systems
- Coordinated with multidisciplinary technical teams during missions ● Maintained accurate **operational and technical reports**
- Developed strong discipline, risk management, and problem-solving skills

Skills

Microsoft Office

Field Support & On-Site Technical Assistance

Vehicle Software Support & System Configuration

Incident Tracking & Technical Reporting

CRM & Reporting Systems

Technical Troubleshooting & Root Cause Analysis

Live Customer Support & Remote Diagnostics

Hardware & Software Issue Resolution

Customer Communication & Technical Documentation

Qualities

- Active Driver (10+ Years of Experience)
- Attentive to Professional Representation, Communication, and Personal Appearance
- Military discipline and field readiness
- Suitable for Intensive Fieldwork and Travel
- Strong communication skills with technical and non- technical users

Languages

English

Courses

May 2023

Frontend
Udemy

Certificates

Mar 2024

Frontend Developer
Udemy