Sercan Özer
IT Specialist

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Ümraniye, Istanbul

Continuously developing myself technical and professional competencies with the goal of becoming a System Specialist. In this direction, I have completed various trainings in network security and network architecture, strengthening my knowledge in these areas. With an open, disciplined, and solution-oriented approach, I aim to sustain my professional growth while contributing value to the organization.

Work Experience

Doğuş University   Oct 2025 - Continue
IT System Support Specialist │ Ümraniye, Istanbul

- Administered user and access management processes, including account provisioning, permission assignment, and password policies via Active Directory.
- Configured and troubleshooted network peripherals (Wi-Fi printers, clients, switches) using TCP/IP, DHCP, and static IP assignments. Managed system imaging and recovery with Acronis to ensure data integrity.

Ümraniye Municipality   Dec 2023 - Feb 2024
IT Specialist │ Ümraniye, Istanbul

-Responded to an average of 150+ user support requests per month, resolving hardware, software, and network issues with a 95% success rate to ensure system continuity.
-Took swift action in troubleshooting and repair processes, minimizing system downtime.
-Managed and provided user support for cloud-based services such as Google Workspace and Microsoft 365.

DemirDöküm   Sep 2013 - Aug 2014
IT Helpdesk Specialist │ Çekmeköy, Istanbul

-I provided rapid response to network connectivity issues, printer problems,hardware failures, supporting business continuity.
-I managed the installation, updating, and troubleshooting of Windows operating systems and office software.

Education

Doğuş University   Oct 2019 - Jun 2024
Electronics and Communication Engineering │ Bachelor Degree
GPA: 2.92/4

Istanbul University   Oct 2014 - Jun 2016
Electronics and Communication Technologies │ Associate Degree
GPA: 2.71/4

Core Skills

Language: English (B2) **│ German** (A1)
Backup and Recovery: Acronis, Windows Backup/Recovery
Ağ Yönetimi: DHCP,VPN,DNS,LAN,WAN,TCP/IP,WiFi
Network Management: DHCP,VPN,DNS,LAN,WAN,TCP/IP,WiFi
Operating Systems: Linux, Windows, MacOS
MS Office Applications: Word, Excel, 365, PowerPoint
Software: Python, HTML 5, CSS, SQL, Firebase
Others: Windows Server 2022, VMWare, VirtualBox, JIRA, Android Studio, Gemini CLI, Active Directory

Publications

Design of Wideband Metasurface Structure with the Aid of Bottom-Up Optimization   Oct 2024
Sercan Özer

-S. Ozer, L. Kouhalvandi, L. Matekovits and M. Alibakhshikenari, "Design of Wideband Metasurface Structure with the Aid of BottomUp Optimization" 2024 International Conference on Electromagnetics in Advanced Applications (ICEAA), Lisbon, Portugal, 2024, pp. 316-319, doi: 10.1109/ICEAA61917.2024.10701815.