

Sercan Özer

System & Network Engineer

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Umraniye, İstanbul

With the goal of becoming a System Specialist, I continuously develop my technical and professional skills. I am particularly focused on improving myself in system administration, network management, and network security, and I aim to reflect my knowledge and experience in corporate IT operations. With a disciplined, solution-oriented, and eager-to-learn approach, I seek to both add value to the organization and sustainably advance my professional development.

Work Experience

Doğuş University

Assistant System Administrator | Umraniye, İstanbul

Oct 2025 - Continue

- User management via Microsoft 365 Admin Center, including license assignment, permissions, mail groups, and OneDrive storage management
- User provisioning, updates, and basic system administration tasks through Microsoft Entra ID (Azure AD) and on-premises Active Directory
- Providing IT operations support for approximately 15,000 active users
- Actively participating in the project to migrate the school network infrastructure from Juniper and 3Com switches to Fortinet switches
- Developing individual network projects using Cisco Packet Tracer, focusing on CLI usage and configurations of WLC, routers, switches, and AP's

Ümraniye Municipality

Dec 2023 - Feb 2024

IT Specialist | Umraniye, İstanbul

- Handling and managing the resolution processes of over 150 monthly user support requests related to hardware, software, and network issues to ensure system continuity (95% success rate).
- Contributing to the minimization of system downtime through rapid intervention in troubleshooting and repair processes.
- Managing user support and administration processes for cloud-based services such as Google Workspace and Microsoft 365.

DemirDöküm

Sep 2013 - Aug 2014

IT Helpdesk Specialist | Çekmeköy, İstanbul

- Providing rapid support and intervention processes for network connectivity, printer, and hardware-related issues, supporting overall business continuity.
- Managing the installation, updates, and troubleshooting processes of Windows operating systems and office applications.

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

System Administration: Microsoft 365 Admin Center, Microsoft Entra ID (Azure AD), Active Directory (User & Group Management)

Cloud: Microsoft 365 license management, Exchange Online (mail groups, permissions), OneDrive

Networking: TCP/IP, VLAN, Routing, Switching, DHCP, DNS, VPN, LAN, Wi-Fi; Cisco Routers, Switches, WLC, Access Points

Server & Virtualization: Windows Server 2019, VMware, VirtualBox, Hyper-V

Operating Systems: Windows, Linux, macOS

Software & Tools (Basic): Python, HTML5, CSS, SQL, Firebase, Android Studio, Gemini CLI

Other: Asset inventory management, IT support processes, Project management processes

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.