

Sercan Özer

IT Specialist

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Ümraniye, İstanbul

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

Apphere

Mar 2024 - Apr 2024

IT Support Specialist | Ümraniye, İstanbul

- Performed hardware and software installations on computers and optimized troubleshooting and support processes, reducing response time by 30%.
- Managed IT inventory to ensure device currency and security through regular maintenance and reporting.

Ümraniye Municipality

Dec 2023 - Feb 2024

IT Specialist | Ümraniye, İstanbul

- 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, İstanbul

- 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

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

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.