

# Alp Eren Bayram

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## SUMMARY

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I am a candidate information systems engineer experienced in end-user and device support, capable of efficiently handling hardware-software installations, imaging, and basic network configurations across all major desktop operating systems (Windows, macOS, Linux). I am familiar with ticketing and inventory processes.

## EXPERIENCE

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**Scattolini Otomotiv San. Ve Tic. Ltd. Sti., IT Intern** 06/2021 – 08/2021 | Kartepe/Kocaeli

- Automated export of training records using Windows Forms and Excel.
- Manually entered inventory data for over 50 records in Dynamics Axapta.
- Resolved workstation issues (OS updates, software errors) within the same day.
- Tracked and resolved support requests through Service Desk.

**Arma Group Holding, Application Support Intern** 06/2022 – 08/2022 | Gebze/Kocaeli

- Resolved email display issues by adapting PrimeFaces templates.
- Reduced visual deficiencies by integrating Quill Editor into templates.
- Closed service requests on Jira quickly, reducing average resolution time.
- Minimized translation errors by updating localization files.

**Yigisoft, Software Support Intern** 09/2024 – 01/2025 | Kütahya

- Fixed cross-browser UI issues by restructuring CSS layouts.
- Reduced redundant code and improved maintainability using modular JavaScript patterns.

## EDUCATION

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**Information Systems Engineering, Kocaeli University** 01/2025 | Kocaeli  
GPA: 3.3/4

## SKILLS

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**Programming Languages** — HTML, CSS, JavaScript, SQL, VBA, C#

**OS & Devices** — Windows, macOS, Linux, Imaging, Hardware installation, Troubleshooting, Backup, Recovery, Malware detection, Help Desk

**Tools** — Jira, Service Desk, Microsoft 365, Bash, PowerShell, Dynamics AX

## PROJECTS

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**Task Management App, Microsoft To Do Clone**

- Developed a user-friendly task management interface for internal department use.
- Created a single-page app enabling task creation, deletion, and completion.
- Made it possible to classify tasks by priority and date.

**Training & Certification Library**

- Designed a user-centric interface for listing technical training and certification books.
- Created a card layout to visually present book details (title, author, page count, publication year).
- Added basic controls to mark books as “read” and delete content.