Alp Eren Bayram

Information Systems Engineering

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📍 Kütahya/Merkez

SUMMARY

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.

SKILLS

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

EXPERIENCE

IT Intern, Scattolini Otomotiv San. Ve Tic. Ltd. Sti.   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.

Application Support Intern, Arma Group Holding   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.

Software Support Intern, Yigisoft   09/2024 – 01/2025 | Kütahya
- Fixed cross-browser UI issues by restructuring CSS layouts.
- Reduced redundant code and improved maintainability using modular JavaScript patterns.

PROJECTS

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.

EDUCATION

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