# Ahmet OZKESEK

**Comp. Sci. Eng. (1990-1997, Istanbul)
Programmer**

# About Me

- Studied Electric and Electronic at high school
- Studied Computer Sciences Engineering at university
- Worked in Call/Contact Centre Domain for 12 years
- Worked in ATM Domain for 2 years
- Worked in Document and Work Flow Management for 2 years
- Worked full time as permanent for 20 years, as contractor 2 years
- Chose voluntarily to be unemployed, focused self improvement

# 2016-Date

- Self studied and passed Oracle Java SE Programmer I&II exams
OCP, 81%, 2020-01-30
OCA, 94%, 2019-10-16

- Developing and sharing some projects on GITHUB.

- Developing an Android Application that can be used for video chatting inspired by an idea about learning while role playing.

- Developed a Patient Relations and  Biometric Verification in Hospital Management System Proof of Concept application for ZieZix360 a Nigerian Company http://ziezix360.com/about-us/

- Studying Java EE

# 2014–2016, NETAS, Istanbul

- Come up with a new application for fill the gap on the IP Desktop Phone services.

- Design, prototype and develop a group of applications with using Cisco Unified Communication System.

- Designed and prototyped IP Desktop Phone Services, Agent (Customer Representative) Desktop Application and User Access Control Application. Java 6, Spring Framework, Java Servlet, .Net C#, ASP.Net were used to develop and prototype them.

- The most successful project was an AVAYA IP Desktop Phone Service. Java 6, Spring Framework - Spring Boot, Java Servlet and OpenLDAP were used.  It prototyped in 3 weeks, and handed over to a permanent developer.  NETAS applied to the AVAYA Developer Connect Program, and have been a member of AVAYA Developer Connect Program since 2016.

# 2012–2014, YKB, Istanbul

- Design and develop a new Document Management Software integrated with the Work Flow Management Software.

- Develop a Windows Service Application. The service had two parts; an e-mail listener and a file server listener.

- .NET C# was used for development. E-mail service listened 3 e-mail accounts, and file server service listened a shared network folder.  The services deployed on two application servers, and ran active-active.

- Customer orders that emailed, faxed or scanned were detected, collected and converted to a new task in the Work Flow Management System.

# 2012, YKB, Istanbul

- Replace Work Flow Management Software with IBM Work Flow Manager.

- Led a development team of 9 developers.

- Planned the development tasks, managed the team, and reported to a line director for 3 months.

- A milestone was achieved and delivered end of the 3 months.

- Like to focus on design, plan and develop phases of a software.

- Would like to be a part of the team rather than lead them.

# 2010-2011, YKB, Istanbul

- Develop an IP Call Contact Centre – Software.

- Develop an Agent Desktop Application, and a Voice enabled IP IVR Application.

- Voice enabled IP IVR application was developed with using Genesys Voice Platform, VoiceXML, Java 6, JavaScript and JDBC.  Agent Desktop Application was developed with Java 6, JDBC and Genesys Platform SDK.

- Development tasks were finished in 10 months.  It delivered end of one year.  We transformed the contact centre's infrastructure and applications to market standard IP Phone and Switch.

# 2009-2010, YKB, Istanbul

- Upgrade Call Contact Centre Infrastructure.

- Comply the communicating protocol between IVR Application, Agent Desktop Application and the Switch.

- TDM (time-division multiplexing) Switch was replaced with a Cisco IP Switch.  IVR and Agent Desktop Applications were needed to be consistent with new IP Switch.

- Development tasks were finished and delivered in 8 months, paralleled with the infrastructure tasks.  Half part of transformation to a market standard was completed.

# 2007-2008, YKB, Istanbul

- Maintenance of ATM and IVR applications.

- Give fast and most updated banking service to the customers on alternative channels.

- Maintained the small changes and bug fixes.

- Released a package of small changes once a month. Released a critical bug-fix in two weeks, even every week when it needed.

# 2006-2007, YKB, Istanbul

- Merger of Unicredit-Kocbank and YKB.

- Merge both bank's IVR and Agent Desktop Applications.

- IVR applications was merged first. The gaps were developed, and integrated. Oracle PL/SQL, Delphi Pascal, ODBC and a proprietary IVR were used for development.

- Project was completed in 7 months. The merger was finished in 10 months.

# 2002-2006, YKB, Istanbul(1)

- Maintenance of ATM and IVR applications.

- Give fast and most updated banking service to the customers on alternative channels.

- Maintained the small changes and bug fixes.

- Released a package of small changes once a month. Released a critical bug-fix in two weeks, even every week when it needed.

# 2002-2006, YKB, Istanbul(2)

- Prevent Debit and Credit Card Fraud.

- Encrypt the Card PINs and comply it with VISA, MASTER.

- Developed a dynamic linked library with C for encryption of card pins.  Integrated with IVR application.

- Development task was completed and tested in one month. An issue that not compliant with VISA and MASTER was closed.

# 1998-2001, Demirbank Istanbul

- First integrated IVR, Agent and Supervisor Desktop Application.

- Development of IVR application and Supervisor Desktop Application.

- Taken a training set of ASP, C++ COM, VB ActiveX and IIS. Supervisor Agent Desktop and IVR applications were developed.

- Completed in nine months. Awarded Project of The Year and one of The Most Successful Team.

  * Demirbank is known as HSBC Turkey since 2002.

# Thank you,