

Ahmet OZKESEK

Programmer

About Me

- Studied Electric and Electronic at high school 1986-1989
- Studied Computer Sciences Engineering at university 1990-1997
- 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 for Oracle Java SE Programmer I&II exams
OCP, 81% Passed, 2020-01-30
OCA, 94% Passed, 2019-10-16
- Developed a Hospital Patient Relation Application, includes a Biometric Verification for ZieZix360 a Nigerian Company
<http://ziezix360.com/about-us/>
- Developing an Android Application that can be used for video chatting inspired by an idea about learning while role playing.
- Studying Java EE, AWS and Document DB/NoSQL

2014–2016, NETAS, Istanbul

- Come up with a new application to fill the gap on the IP Desktop Phone services.
- Design, prototype and develop some application using Cisco Unified Communication System.
- Designed and prototyped several IP Desktop Phone Services and User Access Control Application, Customer Representative's Desktop Application. Java 6, Spring Framework, .Net C#, ASP.Net were main tools and technologies behind these prototyped applications.
- The most successful project was an AVAYA IP Desktop Phone Services. Java 6, Spring Framework - Spring Boot, Java Servlet and OpenLDAP were used to prototype. Finished in 3 weeks, and handed over to a permanent developer.

NETAS had got to be an AVAYA Developer Connect Program's Member.

2001–2014, YKB, Istanbul

2012-2014, Document Management Systems

- Upgrade the Work Flow Management Services.
- Developed a Document Collector Windows Service Application. It had two listeners, an e-mail 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.

When customer orders that could be e-mailed, faxed or scanned, were detected, they immediately converted to a new task in the Work Flow Management System.

- Finished in 4 months, tested in 2 months. The services had been handling ~70-90 files per minute, and ~50 e-mails a day from the ~800 branches.

2012, Developer Lead, Document Management Systems

- Replace the Work Flow Management systems 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 of the project plan was delivered and the goal achieved end of the 3 months.

** Though it was a big leap in my career, I like to focus on the design, plan and development phases. I would like rather to be a part of the team, than lead them.*

2010-2011, Contact Centre

- Replace the Call Contact Centre Software.
- Develop the Agent Desktop Application, and the IP IVR Application.
- Voice enabled IP IVR application was developed on Genesys Voice Platform with using VoiceXML, JavaScript, Java 6 and JDBC. Agent Desktop Application was developed with Java 6, JDBC and Genesys Platform SDK.
- Development tasks were finished in 6 months, then tested and delivered in a year. After the Contact Centre's infrastructure was transformed to the VoIP before this project, we upgraded all the software running on VoIP platform. Contact Center caught the market standard of VoIP.

YKB have been able to make Video Call, Voice Recognition etc.

2009-2010, Contact Centre

- Replace Contact Centre Infrastructure with VoIP enabled one to catch the market standards like Video Call, Voice Recognition etc.
- Comply the communicating protocol between IVR Application, Agent Desktop Application and the Switch. Both IVR and Agent Desktop applications were needed to be consistent with new IP Switch.
- TDM (time-division multiplexing) Switch was replaced with a Cisco IP Switch. Then the Genesys CTI server, IVR and AD applications were upgraded.
- Development tasks were finished and delivered in 8 months, paralleled with the infrastructure tasks. All prerequisites of the transformation to the VoIP were completed.

2007-2008, ATM SW Development & Contact Center

- Maintain the ATM and the IVR applications.
- Give fast and most updated banking service to the customers on this two alternative channels.
- Maintained the small changes and fixed the bugs.
- Released a package of small changes usually once a month.
Released a critical bug-fix in two weeks, sometimes every week when it needed.

** We focused to fill gaps and fix bugs which we have seen after merge of the two banks, YKB and Unicredit - KOC Bank.*

2006-2007, Contact Centre

- Merge the IT systems of Unicredit – Kocbank and Yapi Kredi Bank.
- Merge the IVR and the Agent Desktop applications.
- The Core Banking software was chosen from Unicredit – Kocbank, and the Card Payment software was chosen from YKB. We developed a new IVR application that includes both sides unique features, then the Agent Desktop application adapted to new Online Banking software.
- The merger was completed in 10 months. 300.000 customers from Unicredit – Kocbank and 3.500.000 customers from YKB and their 40 million accounts have been migrated.

** It was the toughest time in our work life. We worked average of 10 or 11 hours a day, six days ~65 hours a week for 10 months long.*

2002-2006, Contact Centre (1)

- Maintain the Call Contact Centre IVR and the Agent Desktop applications.
- Give fast and most updated banking service to the customers on the Alternative Channels.
- Maintained all small changes they would like to see, fixed every bugs that found within this two alternative channels' softwares.
- Released a change package of small changes once a month.
Released a package of bug-fix in two weeks, sometimes in every week when it needed.

2001-2002, Contact Centre (2)

- Prevent Debit and Credit Card Fraud on the Telephone Banking service.
- Encrypt the Card PINs and comply the encryption process with VISA and MASTER standards.
- Developed a dynamic linked library with C for encryption of card pins, integrated it into the IVR application.
- The issues, that is not compliant with VISA and MASTER, were closed.

1999-2001, Demirbank, Istanbul

- Develop the first complete CTI IVR application, and Agent Desktop Application for a Call Center in Turkey.
- Develop the IVR application and some part of the Supervisor Desktop Application.
- Completed in 10 months.
- Awarded Project of The Year and one of The Most Successful Team of 2000.

** Demirbank is known as HSBC Turkey since 2002*