

Dedicated IT Systems professional with over 8 years of experience ensuring seamless operation of IT systems. Proficient in troubleshooting hardware and software issues, network management, and user training. Strong knowledge of ITIL Framework, ITSM processes, MS Excel, SQL, Tableau, Windows, macOS, Active Directory, Office 365, with a proven ability to diagnose and resolve complex technical problems efficiently.

EMPLOYMENT HISTORY

Insurance Professional III - USAA

September 2023 - Present, San Antonio

- Provided detailed issue diagnosis while minimizing transfers, escalations, and rework, leading to a 28% increase in issue resolution efficiency.
- Implemented proactive risk assessment frameworks, reducing response time to potential threats by 15% and ensuring compliance with industry standards.
- Identified and addressed member needs, resulting in a 98% member satisfaction score and reducing repeat inquiries by 20%.
- Applied developing knowledge of personal lines insurance to support members with quotes, policy changes, billing, and underwriting, contributing to a 8% reduction in processing time and ensuring compliance across all states.

Systems Integrator / Network Administrator - EK Fluid Gaming

February 2021 - September 2023, San Antonio

- Created and managed Windows images on a Windows Image Server, reducing system deployment time by 40% through streamlined PXE boot automation.
- Executed end-to-end hardware lifecycle processes, including pre-build, build, system integration, and RMA support, leading to a 25% increase in first-pass success rates.
- Managed company network configuration and security, enhancing system uptime by 22% and mitigating potential security breaches through proactive monitoring and threat prevention protocols. Implemented network access controls and encryption measures to ensure data integrity and compliance with industry standards.
- Developed Excel worksheets and pivot tables, streamlining daily workflows and reducing task completion time by 30%.

IT Systems Analyst - Yasar Holding

February 2018 - October 2020, Izmir, Turkey

- Maintained 99% data integrity while handling end-user requests and managing imports, exports, and data manipulations across Excel, SQL Server, and Access.
- Conducted comprehensive testing of new CRM application versions prior to marketplace releases, identifying and resolving 95% of critical bugs before launch.
- Provided data analysis and manipulation support for CSV files extracted from databases, increasing data accuracy by 12% through the implementation of automated data cleaning and validation processes.
- Monitored network traffic to maintain and secure connection performance, ensuring 99% network uptime. Implemented proactive threat detection and bandwidth optimization strategies, enhancing overall network reliability and security.
- Mentored newly hired IT Support Specialists, accelerating onboarding time by 20% and improving first-month performance scores by 50%. Clearly communicated expectations, goals, and best practices to ensure alignment with company procedures.

EDUCATION & CERTIFICATES

Comptia (SY-701) Security+ Certification	Issued Dec 2024
Comptia Network+ Certification	Issued Dec 2024
Comptia (A+) Certification	Issued Aug 2024
Comptia (ITF+) Certification	Issued Jul 2024
Sakarya University Internet and Network Technologies	2011-2013

RELEVANT SKILLS

ITIL framework, ITSM processes, Multi-Tasking, Leadership, Project Management, Google Analytics, Tableau, MS Excel, Microsoft 365, Adobe Creative Cloud, Technical Support, Troubleshooting, HTML, CSS, JScript, SQL, Python, Wireshark, Kali, Ubuntu, Home Lab Configuration, SEM, Canva, Active Directory