MURAT ORHAN

Vancouver, BC | 236-989-0154 | muratorhan@pm.me

PROFESSIONAL SUMMARY

IT Support Specialist with over 10 years of experience in technical support, troubleshooting, and customer service, complemented by a strong foundation in business management and coding skills.

Proficient in operating systems, networking, and security, with additional expertise in Python, Java, JavaScript, and other programming languages. Committed to delivering innovative solutions, optimizing processes, and bridging the gap between business needs and technology.

KEY SKILLS

IT Support & Technical Troubleshooting:

Desktop Support, Operating Systems (Windows, OSX, Linux), Networking, Security.

Programming Languages:

Python, JavaScript, TypeScript, Java, C#, PHP, Kotlin.

Tools & Technologies:

Office 365 Administration, Active Directory, PowerApps, HTML, CSS, React, Flutter.

Business & Management:

Customer Service, Process Optimization, Team Collaboration, Technical Documentation, Project Management.

Certifications:

CompTIA A+ Certification, ITIL Foundations

RELEVANT EXPERIENCE

Student Support Specialist (Co-op) | Douglas College | BC

Jan 2021 - Sep 2021

- Delivered telephone and online support to students and staff, consistently achieving high satisfaction ratings.
- Addressed IT service tickets, proficiently troubleshooting software and network issues to swiftly resolve user concerns.
- Aided users in navigating computer functionality and accessing Office 365 tools.
- Streamlined daily statistical bookkeeping and reporting procedures by migrating operations to Microsoft Forms, facilitating efficient report and graph generation for managers.
- Fostered interdepartmental collaboration, conceptualizing and implementing a PowerApp to boost engagement between mentees and mentors.

IT Support & Co-Founder | Welfare Abroad | UK

Feb 2014 – Dec 2020

- Directed business operations, including sales, marketing, and process optimization.
- Provided advanced technical support, ensuring high uptime of IT systems and resolving software issues.
- Administered and maintained operating systems, including Windows, OSX, and Linux.
- Managed Active Directory and Office 365 user accounts, ensuring secure access and efficient account maintenance.
- Collaborated with cross-functional teams to analyze and improve system efficiency.
- Conducted customer management meetings to address escalations and ensure effective communication.
- Led employee education initiatives to bridge knowledge gaps in networking and product understanding.

Technical Support Specialist | Apple | Turkey

Feb 2013 – Jan 2014

- Provided technical support for mobile devices, diagnosing issues and providing solutions.
- Handled client interactions daily, ensuring timely resolution of issues.
- Collaborated with team members to share expertise and optimize problem-solving strategies.
- Maintained up-to-date knowledge of Apple products and services through regular training sessions.

EDUCATION

Douglas College | Vancouver | BC I Canada

Post Baccalaureate in Computer Science and Information Management

State University of New York | NY I USA

Bachelor of Business Administration

References available upon request.