MURAT ORHAN

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

PROFESSIONAL SUMMARY

Business-Minded IT Professional 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 multiple programming languages. Committed to delivering innovative solutions, optimizing processes, and bridging the gap between business needs and technology.

KEY SKILLS

- Python, Java, JavaScript, React, Node, C#, PHP, Kotlin, TypeScript, MS PowerApps, HTML, CSS, Tailwind, Flutter
- Technical Support
- Troubleshooting
- Documentation
- Attention to Detail
- Customer Service
- Team Collaboration
- Process Optimization
- Project Management
- Operating Systems (Windows, OSX, Linux)

Certifications:
CompTIA A+ Certification, ITIL Foundations

RELEVANT EXPERIENCE

Technical Support Representative | Lightspeed | BC

Jan 2025 – Mar 2025

- Provided inbound technical support for customers, troubleshooting internet, VoIP, and router configurations.
- Diagnosed and resolved LAN/WAN/Wi-Fi issues, ensuring seamless internet connectivity.
- Created, updated, and managed trouble tickets between customers, telco, and cable carriers.
- Configured ADSL and Cable modems for new and existing customers.
- Assisted customers with VoIP adapter setup and troubleshooting.
- Answered customer inquiries via phone and email, ensuring high satisfaction levels.
- Created a tool for all technical support agents that would guide them while troubleshooting and generate notes following calls easily.

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.
- Fostered interdepartmental collaboration, conceptualizing and implementing a PowerApp to boost engagement between the members of the Mentor and Mentee Program at Douglas College. Also integrated the created app to Microsoft Teams for college-wide ease of access and use.
- 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.

IT Support & Co-Founder | Made of Earth Supplements | UK

Jan 2020 – Dec 2022

- Took part in product creation, formulization of the supplements.
- Directed business operations, including sales, marketing, and process optimization.
- Created a business website, amazon marketplace profile and managed the listing of products.
- Created and led the SEO vision and white-hat seo implementations.
- Provided advanced technical support, ensuring high uptime of IT systems and resolving software issues.

IT Support & Co-Founder | Welfare Abroad | UK

Feb 2014 – Dec 2020

- Directed business operations, including sales, marketing, and process optimization.
- Created multiple websites from scratch with Wordpress and Typescript/Next.js and also created a custom CRM
- Created and led the SEO vision and white-hat seo implementations.
- 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.