

# ERSIN GULACTI

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## EMPLOYMENT STATUS

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Self-employed businessperson (holding an ECAA visa), open to contract IT jobs

## SKILLS

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Continuous learner, engineer, team builder, solution architect. Hands-on IT professional focused on Devops, cloud IT operations, SDLC optimization, software development, project management

Experienced both in data center/cloud operations and software development management.

Experienced in process re-engineering, problem solving and innovative product development.

Expert on DevOps, CI\CD tools, smartcards, PKI and digital signature systems.

## EDUCATION

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2000 – 2001	Istanbul University – BA Certificate	Istanbul
1990 – 1994	Bogazici University - Computer Engineering, BSc	Istanbul

## PROFESSIONAL EXPERIENCE

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### 07/2013 – present

#### *Site Reliability Engineering and Software Process Manager*

**Logo Yazilim A.S.**  
**(Gebze, Turkey)**

- Managing 4 teams: Site Reliability Engineering, Process Engineering, Open Source Software Development, Documentation
- Site Reliability Engineering team (8 team members) handles all customer facing cloud services. These include industry leading e-Invoice Services (20,000+ companies, 400+ servers, 1 Million+ transactions/day, 99.99% availability), retail solutions and several AWS hosted solutions.
- Process Engineering team (3 members) plans, executes and improves all processes related to SDLC and beyond. This team manages Atlassian tool set including Jira, Confluence and Bitbucket.
- Open Source Software development team (4 members) delivered the company's first OSS product TEDAM. This software is available at <https://github.com/logobs>
- Documentation team (5 members) prepares all end user documentation and other product related knowledge base at <http://docs.logo.com.tr>

### **Software Quality Assurance Manager (07/2013 – 07/2018)**

- Led the DevOps movement in company. Worked on Devops practices and tool sets which include Jenkins for CI/CD, Docker, Kubernetes, AWS and Azure services. Attended 5 international conferences about DevOps between 2016-2019
- Deployed a cloud PaaS product line on data center hosted servers and moved this infrastructure to AWS with help from a cloud consulting company. This product line included 10 .NET services and 8 Java microservices which uses technologies such as Docker, Kubernetes, Elasticsearch, Kibana, Redis, MongoDB, Eureka, Kafka, Fluentd, Docker Registry.

- Managed Bitbucket server for source code versioning, Jira server for issue and project management, Confluence for content management.
- Worked for management and continuous improvement of Logo's own agile methodology (LAPIS). Refactored the SDLC workflows and issue management on Atlassian tools.
- Organized two inter-company hackathons with 50 participants in each.
- Prepared legal contracts for OSS project management including individual contributor license agreement with help from a law office.
- Established SQA policies and goals for the whole company and reorganized software testing facilities under the Software Quality Assurance department. Organized awareness programs (inspired by ISTQB curriculum) for development and QA teams.
- Established a central test management system by using SpiraTest software.
- Reorganized test automation client and server infrastructure and increased the server capacity by new hardware investment.
- Defined the metrics for measuring software and SDLC quality. Implemented periodic measurement activities for selected metrics and code coverage.
- Created a proactive approach by using static source code analysis tools (SonarQube, Checkmarx) for preventing bugs.
- Designed the architecture of TEDAM (Test and Data Automation Manager) software which is developed by Test Software Development team.
- Managed 30+ people organized under 5 divisions which served 3 mainstream ERP products' software development teams. Recruited 20 of these people between 2014-2017.

**04/2002 – 06/2013**

**TUBITAK BILGEM**

***Technology Consultant (12/2011 – 06/2013)***

***(Gebze, Turkey)***

- Conducted technology trend analysis for determining future study areas for the company. Worked for the recently established Commercialization and Technology Transfer department of the organization.

***Head of Government Certification Center (01/2007 – 12/2011)***

- Responsible for the management of the Government Certification Center (GCC) which serves customers on a 24/7 basis with 99.99% availability.
- Generated 10 Million USD income in 5 years. Involved in recruitment and procurement activities.
- Directed a team of IT & support professionals (28 persons) which managed IT subsystems on more than 60 physical servers. Subsystems included Active Directory, Exchange & Zimbra servers, Oracle & PostgreSQL database servers, web & application servers, SANs, firewalls, IDS systems, tape backup libraries and VMware ESX virtualization systems.
- Designed the PKI architecture for the Government Certification Center (GCC). GCC hosts various PKI services including a certificate authority which has issued electronic certificates to more than 180,000 government employees in approximately 400 government institutions.
- Designed the PKI system for nationwide Turkish e-identity card project.. More than 200,000 e-identity cards with certificates are deployed for this pilot project.
- Designed the PKI architecture and business model for e-invoicing. Deployed the system in cooperation with the Turkish Revenue Administration.

- Designed the PKI architecture of a government PKI project in Azerbaijan. Managed the deployment project (1 domain and 5,000 end-users).
- Reengineered the application form collection and certificate production processes. Transformed the in-house call center to use outsourced personnel. Established the web based issue tracking system (OTRS).
- Coordinated the operation of ISO 27001 certified Information Security Management System and ISO 9001:2005 certified Quality Management System.
- Involved in international relations (meetings, workshops etc). Organized ETSI ESI Technical Committee 26th Meeting in Istanbul in 2009. Participated in European Union accession meetings of Information Society and Media Chapter in 2006.

#### ***Software Development Manager (10/2004– 12/2011)***

- Directed a group of 21 software developers working for the implementation of PKI server and client software (~600,000 lines of code).
- Recruited and trained 15 developers and 4 support personnel. Gave PKI training to various government organizations. Gave numerous presentations in customer meetings and information security seminars.
- Managed the design and deployment of a large-scale military PKI project (10 different domains and more than 30,000 end users).
- Coordinated the Common Criteria Evaluation procedure for ESYA Certification Server software which achieved CC EAL 4+ certification.
- Used (setup, configured, tested, operated) various smartcards (CardOS, JCOP, Gemalto, Multos, Akis etc) and HSMs (Thales nCipher, Sophos Utimaco, Safenet Luna, UEKAE Atik)
- Took a major role in the brand creation, marketing and pricing for the PKI software products.

#### ***Technical Coordinator (04/2002– 09/2004)***

- Responsible for the coordination of software development team (15 developers) of National PKI Project.
- Gained in depth knowledge of PKI related technologies and standards such as LDAP, smartcards, cryptography, PKCS, digital signatures.
- Developed several PKI software modules using Java and C++ including a Windows shell plug-in and Outlook plug-in. Redesigned the database structure of ESYA Certification Server product.

**05/1999 – 03/2002**

***Senior Analyst/Developer***

**Turkcell Iletisim A.S.**

***(Istanbul, Turkey)***

- Participated in the Oracle ERP implementation project within a team of 20 people. Implemented Oracle Applications Finance, Supply-Chain Management and GSM Maintenance modules.

**05/1994 – 05/1999**

***Developer***

**Various Companies**

***(Istanbul, Turkey)***

- Co-founded a software company, worked as a developer in several small companies at the early stages of my career