

# Gökçe Kurt

## IT Support Technician



### Contact Information

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### Job Experience

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#### Contract IT Support

Ozmen Ltd.

03.2019 - Current - Sheffield UK / Full-Time

In Ozmen Limited, Im currently giving support for:

- >Till software support and back-office support for a better product inquiry automations. - BCP Accord-
- >Enterprise Wi-Fi for handheld scanners and Till hardware using Extreme Networks WingAP and Integrated Guest Wi-Fi using Draytek Hotspot
- > Remote Backup using TeraStation 6400RN NAS
- > Draytek Vigor Back to Back VPN to connect branches.

#### IT Specialist

Istanbul Metropolitan Municipality Foreign Relations Dept.

08.2014-03.2019 İstanbul - Turkey / Full-Time

My duties in this enterprise are:

- >Enterprise Endpoint Security and access logging with Fortinet Edge Gateways
- >Point to Point High Speed Wireless Connection between facilities which are located in historical preservation area (Historical Peninsula of Istanbul) with Ubiquiti AirFiber Technology
- >Designing On-line forms with Adobe LiveCycle Workbench
- >Designing of Unified Forms that complies with ISO 9001 Quality Assurance using Microsoft InfoPath
- >First Level Technical Support about computing equipment and Troubleshooting using Microsoft SCCM to Deploy software and operating systems.

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#### IT Systems Specialist

EE Voice and Visual Systems LLC - evolution engineering group

03.2012-08.2014 İzmir - Turkey Full-Time

I was responsible for:

- >Technical Planning and Installation of Integrated IP PBX Systems for Hospitality and Enterprise using FortiVoice VM and Cisco TelePresence
- >Technical Planning and Installation of Interactive IPTV for Hospitality with Interactive Services using Samsung Smart TV Development Toolkit for Hospitality
- >Planning and Proactive Monitoring of Commercial-Scale Hospitality Internet Access which having isolated wireless domains and realtime logging to ensure data security using Fortinet UTMs, Nomadix hotspot gateways, Ruckus and HP Aruba Mesh WiFi Systems
- >Configuration and Implementation of Digital Signage Systems for Interactive Kiosks and planning and blueprinting of tailored Outdoor Giant LED Screens for events and Outdoor Advertisements using LG PowerSign

## Technical Officer

TPM Technology LLC

03.2009-03.2012 İstanbul - Turkey

This is my first job experience and this enterprise was a Third level support shop that makes authorized warranty repairs and refurbishments for certain brands. Being an authorized service shop in Istanbul was meaning that the enterprise had to cope with up to 500 issues a day. More than half of them required reinstallation of factory software with authorised images tailored for certain models.

Achieving this on time using bootable media was just too time consuming and inefficient.

I have installed and configured an advanced PXE Server on a dedicated rackmount server which boots into a Windows PE environment to make it available to Technicians to select and install the official authorized recovery images for their particular device from network.

Thus, post repair processes and system recovery processes become much faster and versatile and the capacity of workshop doubled without increasing the amount of workers and without harming the workers hours of shift.

## Educational Background

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### University (Bachelor's Degree)

09.2005-05.2009

**Anadolu University** - Management of Information Systems

## Certifications

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### CCNA - Cisco Certified Networking Associate

A Certificate about Cisco Networking Products and Configuration, Setup, Troubleshooting of them. (switch, mpls router, fiber-optic termination, long range Wi-Fi, Edge Firewall) Besides, it measures for advanced network concepts for the owner. (Multi-Layer Switching, OSPF Router configuration, wireless and wired link planning with logarithmical calculations)

### MCSE+S - Microsoft Certified Solution Expert : Security

And IT Certificate for Windows Server Environment Describes and measures the knowledge about Microsoft Windows Server multi-site systems administration, centralized network management, disaster recovery and systems availability. +S Security suffix also describes the knowledge about Network Security, Edge Security Softwares and UTM hardwares.

### Microsoft MCITP Windows Server Family Training (2008 - 2012)

10.06.2008-10.10.2008(450 Hours)

A complete Systems Administration educational track about training Microsoft Certified Systems Engineer exams path, in order to get appropriate solutions for enterprise problems according to Microsoft's advises.

### International English Language Testing System(IELTS)

January 2018 - Overall 6.5

**Driver's License** : International Class B (2008)