**Mustafa Gülercan**

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**Lead Cloud Architect Profile**

**Cloud Computing & Infrastructure - Date Centre Infrastructure - Technical / Business Solutions**

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| --- | --- |
| **Technical Design & Service**  **Cloud Architect Projects**  **Project Management**  **System Troubleshooting**  **Statement of Works (SOWs)**  **Disaster-Tolerant Solutions**  **Customer Service / Support**  **Cross-Team Collaboration** | Tech-savvy and solutions-driven cloud architect with 15+ years of experience delivering the automation, orchestration, or cloud management projects.  Well-versed in aligning end-user needs with long-term resolutions to complex IT challenges and creating technical designs for diverse systems / services.  Proven track record of success in infrastructure solutions, google cloud, HPE storage & backup, HPE hardware, VMware/data centre virtualization, and ITIL service delivery.  Strong knowledge and comfort within IT server environments, systems, tools, and technologies. Native communicator of Turkish, with fluency in English. |

**PROFESSIONAL EXPERIENCE**

**Wipro ⎯** Reading, UK 11/2014 - Present

**Lead Architect / Consultant - Cloud & Infrastructure Services**

Manage and deliver system architect projects by dealing with the principles of cloud and infrastructure services. Provide expert-level leadership and technical support to IT teams and subject matter experts in delivering new solutions for technical design of diverse systems and services. Justify and communicate design decisions with an aim to meet customers’ needs and expectations. Define and design the storage arrays, storage area network, and backup architecture as well as ready to go solution proposals for enterprise customer environments. Prepare statement of works (SOWs) / work package for the development of innovative / technical solutions. Demonstrate proven expertise in highly available DC Infrastructure, disaster-tolerant solutions, transformations / migrations, and consolidations. Introduce new / technical designs for storage and backup in Wipro Global Infrastructure.

* Completed the disaster recover datacentre readiness ahead the set plan and saved £1.7M to the company.
* Doubled the monthly billable consumption by adding new excellent services into customer IaaS catalog.

**Hewlett-Packard ⎯** Istanbul, Turkey 6/2011 – 11/2014

**Technical Consultant / Account Manager / Remote Support Engineer**

Proactively identified and resolved key projects problems / business issues of diverse complexity. Devised and executed new policies and best practices for identification and selection of the most unique situations. Acted as a customer’s trusted advisor and technical focal point for ongoing support of the IT environment. Liaised with account support manager to deliver exceptional services and achieve the best customer experience. Credited as project leader providing direction to team activities and decision-making processes. Discussed with key customers on the installations, configurations, and best practices. Remotely supported the hardware like servers and storage. Managed the Mission Critical Customers within high-end business critical environments.

* Deliveredremote (reactive) and account (proactive) support for value products across the MEMA region.
* Achieved 5 over 5 rating from all customers by managing two enterprise accounts and one global account.

**IBM Global Business Services ⎯** Istanbul, Turkey 3/2010 – 6/2011

**IT Specialist**

Spearheaded the Vodafone IT disaster recovery / private cloud project for designing and implementing Vodafone IT disaster recovery site HP servers in view of non-functional requirements. Ensured successful implementation of hard partitioning (nPar), virtual partitioning (vPar), and Integrity VM of Superdome high-end integrity servers. Accredited for virtualization requirements analysis and solution design as an IT specialist on the first IBM private cloud deal in Turkey, also in CEE and MEA with Vodafone Turkey. Supported all UNIX environment (AIX, Solaris, HP-UX), Linux (Redhat) and Wintel (Stand alone and VMware guest hosts) and Tivoli Storage Manager (TSM) for system backup and recovery. Prepared project documentation and presented regular reports to customers.

* Orchestrated the HP blade servers’ installation / configuration and troubleshooting UNIX OS and SAN.
* Acknowledged for backup and recovery processes by using Ignite-UX, Network Installation Manager (NIM).

**Hewlett-Packard ⎯** Istanbul, Turkey 3/2009 – 3/2010

**Technology Solution Group / Field Technical Support Engineer**

Directed all aspects relating to the post sales service delivery of the multi-vendor systems, including hardware, software, networking products, and operating systems. Provided technical support for mainly on HP ProLiant Servers, HP Blade Series Servers, HP 9000 servers (Superdomes), integrity servers HP StorageWorks products (EVA Disk Arrays, Lefthand P4000 SAN solutions, XP Disk Arrays, MSA Disk Arrays), HP Tape Storage (Autoloaders, Libraries), HP-UX Server Family OS, MS Windows Server family operating systems, and Linux environments. Co-ordinated sophisticated solutions and configuring/troubleshooting installations for demo setups or emergency support cases. Delivered on-site hardware support service to large or high-growth enterprises and commercial customers while overseeing installation, configuration, and repairing of systems, networks, and peripherals.

* Played a pivotal role in performing on-site and remote diagnostics while working in a 24 x 7 environment.
* Credited as top 2 score of the random customer survey and played a role in improving HP Turkey NPS score.

*Additional experience as* ***Telecommunications Services / IT Department / System / Storage / SAN***

***Engineer*** *at (2005–2009) Turk Telekom A.S, Turkey and as* ***Intern*** *(2001) at Aselsan A.S, Turkey.*

**TECHNICAL PROFICIENCIES**

|  |  |
| --- | --- |
| **Tools & Techniques**: | Infrastructure as Code (IaC), Terraform, Jenkins, Ansible, Containerization, Dockers, Ansible, Storage Arrays, SAN, NAS, Backup & Archiving Solutions, Private Cloud Computing, IaaS  Public Cloud, Google Cloud Platform, UNIX and LINUX OS, Cluster Solutions HP MC / ServiceGuard, Virtualization, VMWare, HP VSE (nPartition, vPartition, Integrity VM), Monitoring HP SIM / IRS / OneView, & Servers (PA-RISC / Integrity / x86, Blade, Proliant). |

**EDUCATIONAL BACKGROUND**

Hacettepe University, Ankara, Turkey

**Master’s Degree in Engineering, Electrical and Electronics**

Istanbul University, Istanbul, Turkey

**Bachelor’s Degree in Engineering, Electrical and Electronics**

**Certifications**

Google Associate Cloud Engineer

ITIL V3 Foundation

ASE 2011 / Accredited Storage Engineer

APC 2010 / Accredited Presales Consultant

VMware Certified Professional 5 Data Centre Virtualization

**Affiliations**

The Chamber of Electrical Engineers of Turkey (1/2005 - Present)