**Birtan Ay**

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#### Personal Details

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Education & Qualifications

2001 BSc Mathematics YTU, Istanbul, Turkey

2019 AWS Developer Associate Amazon, London, The UK

2013 ITIL Foundation Educore, Istanbul, Turkey

2008 SAP Materials Management Medyasoft, Istanbul, Turkey

2000 Windows 2000 Directory Services Netron, Istanbul, Turkey

#### Profile

An **AWS Certified Developer Associate,** **DevOps Engineer/ITIL ITSM Lead** with 10+ years of hands-on commercial experience on system and service management on-premise and/or cloud, recently started working on AWS services and DevOps processes. Concentrating primarily with **AWS and ITIL**, development and test environments, incident management whilst combining business analysis, service request management, project management and problem management for **financial services.**

A results-driven person with strong communication skills and the ability to liaise at all levels in an organisation who has consistently delivered results in fast-paced and challenging environments.

Effective client facing abilities, as well as a collaborative working style have ensured timely delivery in corporate as well as SME environments. The ability to translate technical solutions into business concepts has enabled stakeholder buy-in as well as establishing sustainable stakeholder relationships.

Seeks **contract work** being **immediately available** for both interviews and starts for across **London**

#### Skill Summary:

**DevOps: AWS certified,** AWS Computing and Storage services, Code Pipeline, Cloud Formation, Terraform, Jenkins, Nginx, Tomcat, Jira, EC2, S3, IAM, Git, Docker, Kubernetes, Lambda, Python, PowerShell

**IT Service Management:** ITIL, KPI, SLA, Service Management, Service Now Analyst, Incident Management, Major Incident Management, Problem Management, Event Management, Service Catalogue, CAB, Service Design, Continuous Improvement, Single Point of Contact, Service Delivery, Configuration Management, Project Management, Stakeholder Management, Investment Banking, Data Driven Methodology

**Business:** Finance**,** Equities, Derivatives, FX, FIX, HFT, Algorithmic trading, Capital Markets, Online Betting and Gaming, Online Casino, Mobile Applications, SaaS

**Software/Desktop:** React, ES6, Java, Katalon, GitHub, Putty, Bash, Postman, Service Now, Spectra, SAP MM, Microsoft Visio, Adobe Photoshop CS2, Microsoft SQL, Microsoft Office, Microsoft Access, Point of Sale Systems (MICROS, DENGE), Trade Systems (Trade Master, Bloomberg, Integral, Tradable etc.), CameronFIX Engine, Cameron Dashboard, BPM, OPNET, Crystal Reports, Back Office Softwares, PC Networking and Hardware Support, Zopim, Drupal, Omega, Zendesk, Wordpress

**Operating systems:** Windows 10, 7, XP, 2000, NT, 98, 95, Linux, Android, IOS

**Languages:** ASP, HTML, SQL, VBScript, Pascal, Clipper, React, NodeJS

**Databases:** MySQL, Microsoft SQL, Sybase, DynamoDB

References available on request; recommendations available via LinkedIn

**Employment History**

###### March 2019 – September 2019 Perfect Image, Newcastle

*Perfect Image is an established, trusted IT partner that prides itself on the quality of its services and people. They’ve been helping organisations with innovative, results-focused solutions for over 25 years.*

Hired as a **Cloud Engineer** to deliver cloud solutions for a large utility provider in the North of England, one of the big clients of Perfect Image

**Responsibilities:**

* Participating a large-scale AWS migration project
* CloudFormation provisioning in JSON with nested stacks
* Provisioning and controlling of security groups daily
* Several server provisioning such as KMS, File Servers, Certification Servers etc
* Working in a Critical National Infrastructure
* Developing Python scripts which can generate CloudFormation templates
* Developing CloudFormation templates to provision IAM entities as a part of disaster recovery
* Refactoring current CloudFormation templates to minimize AWS resource usage
* AWS Time Sync Service implementation
* Incident management on network and security, examining issues through flow logs

**Skill snapshot:** Python, Lambda, Linux, Windows, AWS, PowerShell, Major Incident Handling, CloudFormation, JSON, Cloud security, SCADA

###### June 2018 – December 2018 EG Interactive, London

*EG Interactive is a start-up, online betting and gaming company offering a web platform contains sports book and casino services based in Ukraine.*

Hired as a **DevOps and** **Delivery Analyst** to deliver new project of the company and review and optimise CI/CD operations for company

**Responsibilities:**

* Coordinate and lead software development teams which located overseas
* Third party vendor management, remotely.
* Implemented CI/CD process on AWS for development team on test and development environments
* Automated build and delivery process
* Created lambda functions (Python) to upload files from users to S3 and collect user info on DynamoDB
* Automated development and test environment creation with Terraform and Jenkins
* Create data population environment using Kubernetes
* Test and find the defects on back office web application developed on React
* Maven (Java) based Jenkins jobs
* QA for web services and interfaces on Katalon and Postman

**Skill snapshot:** Kubernetes, React, NodeJS, Nginx, Katalon, Python, Lambda, Terraform, Linux, Postman, AWS, ITIL, KPI, SLA, Incident Handling, Java, MongoDB, MySQL, Major Incident Handling

###### December 2017 – June 2018 Arkhe Software Technologies, Turkey

*Arkhe is a software development company providing software and hardware products as well as cost control consultancy services for food and beverage services industries.*

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Hired as a **DevOps Engineer** to review and optimise CI/CD operations for company, design and deliver the AWS based processes

**Responsibilities:**

* Worked remotely, travelled to Istanbul once to train the staff
* Implemented CI/CD process on AWS for development team on test and development environments
* Automated build and deployment process, eliminating 80% of manual work
* Liaising with both technical, developer and business units to drive them to meet their goals during the project
* Train the support technicians, developers, salespersons and vendor management staff to give them information about overview of AWS
* Lead the steering committee meetings and project update meetings remotely
* Create KPIs for every process
* Create SLA drafts for the company
* Documenting project planning to drive the project manager to meet goals
* Design architecture flowcharts of CI/CD on Visio

**Skill snapshot:** ITIL, KPI, SLA, Docker, Linux, Tomcat, AWS services, Code Pipeline on AWS

**Jul 2016 – December 2017 Gamma Entertainment, London**

*Online betting and gaming company offering a web platform contains sports book and casino services based in London.*

Hired as a **DevOps Engineer** to review manual operations for their online services and transformation for cloud-based services.

**Responsibilities:**

* System and Application automation for development teams on test and development environments.
* Implementing a Continuous Delivery framework using AWS.
* Defining Release Process & Policy for projects early in SDLC.
* Integration of Code Deploy with Git
* Provided on-going support and administration.
* Worked remotely with team of engineers located in Ukraine and Armenia.
* Created Security Groups, configuring Inbound/Outbound rules, creating and importing Key Pairs.
* Used Elastic Load balancers and Auto scaling groups to handle the traffic at peak times.
* Used tracking tool JIRA and triaged the issues and maintained bugs using JIRA tool.
* Strictly enforced ITIL process while pushing builds and deployments to test and pre-prod environments.
* Low latency, high critical environments.

**Skill snapshot:** ITIL, Service Management, KPI, SLA, Incident Management, Problem Management, Project Management, Stakeholder Management, Service Design, Jira, Zopim, Ms SQL, Linux, Windows 10, XML, Drupal, Zendesk, AWS services

**Mar 2016 – Jul 2016 Mobill Budget, Oxford**

*Personal finance, bill reminder application developer company based in Oxford.*

Hired as a **DevOps Engineer** to manage and finalize the development project of the iOS version of main product called MoBill Budget and Bill Reminder.

**Responsibilities:**

* Implemented CI/CD process on AWS for development team on test and development environments
* AWS code pipeline creation
* Automated build and deployment process
* Test and find the defects on back office web application developed with Swift
* Test the application by written and agreed test
* Find the defects, incidents and bugs
* Report test results to development
* Lead and managed weekly steering committee meetings

**Skill snapshot:** ITIL, Mobile Applications, KPI, SLA, Incident Management, Problem Management, Project Management, Stakeholder Management, iOS, Android, TestFlight, GitHub, Swift, AWS services (EC2, S3, Route53, SQS, IAM, CloudWatch, CloudFormation, Lambda, DynamoDB, RDS, Code Pipeline)

###### Jun 2013 –Mar 2016 Is Investment Securities, Turkey

*Investment banking company offering products and services to domestic and international markets.*

Employed as a **Incident And Problem Manager** to form and manage a help desk support group. Formed two teams consisting of 3 Support Technicians each, supporting 450 internal and 1500 external users.

**Responsibilities:**

* Create ITIL based incident/major incident management, problem management and service request management process designs
* Develop incident/major incident management, service request fulfilment and problem management processes on Service Now based on best practices of company
* Determine problems from incident reports and statistics and perform follow up actions on
* Follow up customer demands on in-house finance tools such as trade and back office applications
* Work with different technology units to create process designs based on ITIL demand management, software development life cycle ( SDLC ), change management, deployment and release management
* Manage major incidents
* Supporting and guidance to IT units about ITIL processes and Service Now such as change management, demand management, configuration management
* Created a customer service portal for users
* Provide effective service management for all incidents and service request management
* Create and publish reports with regards to service delivery management on weekly basis based on data driven methodology
* Act as single point of contact for overseas customers such as JP Morgan, Bloomberg and Morgan Stanley to solve their issues on order management systems
* Stakeholder management involving meetings with technology groups and business units
* Coordination of root cause analysis across Incident, Change and Problem management processes to ensure accurate and timely closure activity can be completed
* Manage an event management group support systems and order management channels 24 hours a day
* Taking part of important projects and attend review meetings such as transitions, new product implementations

**Skill snapshot:** ITIL, Finance, Service Management, KPI, SLA, Incident Management, Problem Management, Project Management, Stakeholder Management, Service Design, Configuration Management, ServiceNow, Spectra, Ms SQL, Windows 7, XML, Cameron FIX Engine, FIX Protocol, Visio, Sybase, Logwatcher, Matriks, TradeMaster, Kybele, Bloomberg, OMS, Integral, Tradable

###### Apr 2011 – Jun 2013 Arkhe Software Technologies, Turkey

*Arkhe is a software development company providing software and hardware products as well as cost control consultancy services for food and beverage services industries.*

Employed as a **Support Technician** to install software as well as providing customer support and training. Worked with technical support teams of 3 technicians. First and second level support up to 50 clients remotely, on phone and on site.

**Responsibilities:**

* Perform hardware tests with POS systems such as IBMSurePOS, Hugin Flytouch, Partner SE110, Mobile Compia m3, Widefly WF35 and receipt printers and hubs
* Complete software release tests on DENGE products
* Install products on client premises such as bars, restaurants, clubs, retail shops etc.
* Train customers on the use of the software products

**Skill snapshot:** Cost control management, DENGE software implementation, Excel, Crystal Reports, Ms SQL, CSS, Point Of Sail Systems, Systems design and set up, Wireless handsets (Mobile Compia m3, Widefly WF35), IBM SurePos 500, Hugin FlyTouch, Partner SE110