ENES BARUTCU

Istanbul • +90 534 424 6888 • enesbrtc@gmail.com

IT Operations Specialist | Infrastructure & Identity Management

IT Operations Specialist with 5+ years of experience supporting enterprise-scale IT infrastructures across aviation, manufacturing, and FMCG sectors. Strong background in 24/7 operations, incident management, identity and access management, and end-user support. Proven ability to work under pressure in mission-critical environments, collaborate with Level 3 engineering teams, and maintain service continuity. Process-oriented, reliable, and focused on operational stability rather than theory.

WORK EXPERIENCE

TAV Technologies   08/2022 - 03/2025
IT Operations / NOC Specialist

- Ensured 24/7 availability of mission-critical airport and enterprise systems within a global operations environment.
- Acted as escalation point between Network Operations Center and Level 3 engineering teams for complex infrastructure incidents.
- Monitored servers, network devices, and applications to proactively identify and mitigate operational risks.
- Performed incident response, root cause coordination, and service restoration activities to minimize downtime.
- Managed user identities, permissions, and access policies via Active Directory and Microsoft 365.
- Administered enterprise applications and systems including AODB, TAMS, PrimeClass, Oracle, SAP, FIDS, and CMS platforms.
- Supported planned maintenance windows, system upgrades, and infrastructure improvements.
- Maintained operational documentation, logs, and reports in compliance with ITIL-based procedures.
- Collaborated with internal stakeholders and external vendors to support infrastructure and security initiatives.

BSH Home Appliances Group   09/2021 - 08/2022
IT Support Specialist

- Delivered Level 1 and Level 2 IT support to end-users across departments in a corporate environment.
- Managed Active Directory user accounts, group policies, and permissions.
- Supported Windows-based endpoints including desktops, laptops, printers, and mobile devices.
- Installed, configured, and upgraded operating systems and business applications.
- Troubleshot LAN/WAN connectivity issues, routers, switches, and access points.
- Documented incidents and solutions using ServiceNow and HPSM ticketing systems.
- Assisted with IT asset management and hardware/software inventory tracking.

Coca-Cola CCI   05/2021 - 09/2021
ServiceDesk Specialist

- Provided remote IT service desk support to white-collar employees and field users across multiple locations.
- Managed user accounts, access rights, and role-based permissions via Active Directory.
- Supported business-critical applications used by field sales and distributor teams (including Vispera).
- Delivered remote support for call center and customer interaction platforms using AloTech.
- Handled incident and service requests through ITSM tools, ensuring accurate logging, prioritization, and resolution.

EDUCATION

Associate Degree – Graphic Design
Istanbul Bilgi University   01/2017 - 01/2019
Bachelor of Education – English Language & Literature
Anadolu University   01/2013 - 01/2017

CERTIFICATIONS

Foundations of Cybersecurity   05/2025 - Present
Google
CCNA
Cisco
ITIL Foundation

SKILLS

CORE COMPETENCIES: Active Directory & Identity Management, Cross-team & Vendor Coordination, Enterprise User & Access Management, Incident & Escalation Management (L2–L3), ITIL-based Service Management, IT Operations & Service Continuity, Microsoft 365 Administration & Licensing, Monitoring & Troubleshooting (24/7 Environments)

Systems & Platforms: Active Directory, Citrix, Linux, Microsoft 365, SCCM, Windows

Networking: DHCP, DNS, LAN/WAN, TCP/IP, VPN

Monitoring & Operations: Aviation-specific operational systems monitoring, Event and alert analysis for incident detection and escalation, Incident correlation and first-response coordination, NOC tools and 24/7 monitoring platforms (network, server, and application monitoring), Service availability and performance monitoring in mission-critical environments, Zabbix (basic monitoring, alert review, dashboard usage)

Ticketing & ITSM: 4me, HPSM, Jira, ServiceNow, Slack, SMT

Scripting & Tools: Bash, basic Python, Linux command-line tools (learning in progress: system navigation, process monitoring, permissions), PowerShell

Applications: Avaya, CRM/ERP systems, Oracle, SAP

Web & Digital Tools: Adobe Photoshop, Illustrator, InDesign, After Effects, HTML & CSS, PHP (basic scripting and maintenance)