

ENES ODABAŞ

IT SUPPORT SPECIALİST

ABOUT ME

As a Computer Programming graduate, I am currently working as an IT Support Specialist at Manuka. I have experience in help desk operations, system administration, and network infrastructure monitoring. My internship at Gedik University's IT Department and my System and Network Engineering training have strengthened my technical knowledge base. I am skilled in installation, configuration, and user support for systems like Windows 10/11, Office 365, Fortigate, and Active Directory. I focus on troubleshooting technical issues and maintaining a disciplined approach to continuous professional development.

WORK EXPERIENCE

2025-...

IT Support Specialist - MANUKA

- User management and integration processes through Nebim, Active Directory, Office 365 Exchange Server, and Fortigate systems.
- Fortigate management and connectivity troubleshooting.
- Access Point installation and floor Internet planning.
- Provide end-user support including installation, configuration and troubleshooting for Windows 10, Windows 11 and Microsoft 365.
- Installation, configuration and troubleshooting of network and local printers.
- Manage and monitor server and network infrastructure.
- Create a custom system image tailored to the company's needs using Acronis True Image and manage the deployment process.

2024-2024

IT Support Intern - ISTANBUL GEDİK UNIVERSITY

- End-user support, Windows 10 and Microsoft 365 configurations, computer
- Laboratory and projection system setups, printer and PaperCut Print
- Server management, providing audio-visual support in conference halls.

EDUCATION

2022- 2024

ISTANBUL GEDİK ÜNİVERSİTİ

Computer Programming

2015 - 2019

SABİHA GÖKÇEN ATML

Electrical - Electronics

CERTİFİCATES

2024

Sistem ve Network Mühendisliği

SKILLS

Data Structures and Algorithms

Git & Github

Database - Firebase - SQLite

Virtualization -Linux

Computer Hardware

Research and Reporting

Operating Systems and Servers

Network

Technical Support

LANGUAGES

İngilizce (B1)

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E-posta

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Github

<https://github.com/enessodbs>

Website

<https://enessodbs.github.io/>