GİZEM TELÇEKEN

Deployment & Validation Lead | PaaS team | Strategic Program Management

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PROFESSIONAL SUMMARY

Highly motivated Lead Engineer with 9 years of experience in deployment, validation, IT operations and system integration within Telecom and Cloud-based environments. Proven expertise in digital service deployment, automation, monitoring, and troubleshooting. Adept at leading teams, optimizing processes, and driving technical excellence. Strong analytical and problem-solving skills with a customer-oriented approach. Currently pursuing an MBA to enhance leadership and business strategy capabilities.

KEY SKILLS & TECHNOLOGIES

- **Deployment & Integration:** Ansible basics, Rest API Management
- **Cloud & Infrastructure:** Linux (RHEL, CentOS, Rocky), Nginx, AWS
- **Monitoring & Troubleshooting:** Zabbix, Grafana, Wireshark, Tcpdump
- **Databases & Storage:** MySQL, Oracle PL/SQL, MongoDB, OpenSearch/Elasticsearch, Logstash, Pentaho
- **Scripting & Automation:** Bash, Shell Scripting, Python basics
- **Testing & Validation:** Postman, Robot Framework basics, TestRail
- **Incident & Change Management:** Agile, JIRA, Confluence, HP ALM
- **Telecom Domain Expertise:** DSP (Digital Service Provider), Billing & Charging Systems, Mediation, Header Enrichment

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PROFESSIONAL EXPERIENCE

Deployment & Validation Lead Engineer   Telenity, Istanbul | 08/2022 – Present

- Leading the deployment and validation of Digital Service Platforms (DSPs) for 7+ customized projects, including Ooredoo Algeria, Djezzy, and Telecel Ghana, with a 95% deployment success rate
- Overseeing ticket management and tracking enhancement requests (ERs)
- Supporting for over 30 content providers in service integration and resolving technical challenges during onboarding
- Conducting UAT validations, system testing and end-to-end testing of DSP ERs
- Mentoring team member and enhancing their technical and problem-solving skills and delegating task across team members
- Spearheading Ooredoo Algeria Phase 2 & Migration Project (+3.5milion subscription base)
- To take responsibility and leadership Evina Integration with DSP Widget of Djezzy Algeria
- Test support for internal customers like RnD, Operation, Business Unit and QA & Solution architect teams
- Led a team of 4 engineers, coordinating tasks for multiple projects concurrently

Master Expert Application Operation Engineer   Turkcell, Istanbul | 04/2022 – 08/2022

- Manage charging and rating systems, ensuring high availability and stability

- Deploy application patches and upgrades, assuring seamless service continuity
- Responsible for offline re-rating application management
- Resolve customer cases and findings

IT Charging Operation Senior SpecialistTurk Telekom, Istanbul | 05/2018 – 04/2022

- Managing and maintaining real-time production charging systems in the company's prepaid domain on a 7/24 basis with 99% SLA compliance
- Keeping system within minimum service failure time and ensuring high availability of services within SLAs
- Daily operation activities and address incidents/system cases
- Resolve customer cases and findings & track issues, system defects end-to-end
- Implement change requests and custom requests
- Troubleshooting, analysing system logs, identify root cause of the problems
- Deploy patches, upgrades, and system enhancements within Agile frameworks
- Plan capacity and sizing strategies for system performance optimization
- Operation Phase Leader for major projects such as WiFi Calling, VoLTE Phase 2, Voucher Management System Replacement, and Provisioning Replacement

IT Billing & Mediation Operation Specialist   Vodafone, Istanbul | 07/2016 – 05/2018

- Maintain and monitored billing and mediation systems with 99% SLA compliance
- Manage Bulk SMS services of VFNET, collaborated with vendors, and resolved technical issues.
- Responsible bill cycle operations periodically & bill-cycle checks
- Supporting on project based with Solution and CRM teams

Assistant Quality Engineer   Huawei Technologies Co., Istanbul | 09/2014 – 06/2016

- Support team leaders in terms of version management, software release processes, and audits under CMMi Level 5 standards
- Managed JIRA, SVN, and defect tracking systems, assuring project compliance
- Training Version Management and Release Process to related stakeholders or newcomers
- Prepare version report & CM status report to upper management

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EDUCATION

Master of Business Administration
Galatasaray University, Istanbul, 2024 – Ongoing

Bachelor of Science in Electronics & Communications Engineering
Yıldız Technical University, Istanbul, 2014, GPA 3.50/4.00

CERTIFICATIONS & TRAINING

- Dive Into Ansible - Beginner to Expert in Ansible - DevOps, Udemy, April 2025
- Jira Work Management Fundamentals, Turkey, February 2024
- Devops For Developers, Turkey, October 2022
- CBAP (Certified Business Analysis Professional) Prep – IIBA Advanced BABOK v3, Turkey, October 2021
- Linux operating system Network services and system administration, Turkey, May 2016
- Introduction to Linux system administration, Turkey, March 2016
- CMMi High Maturity Training, Turkey, August 2015