**GİZEM TELÇEKEN**

Deployment & Validation Lead | PaaS team | Strategic Program Management

Kadıköy, Istanbul  
Phone: +90 555 255 0302  
Email: [gizemtelceken@gmail.com](mailto:gizemtelceken@gmail.com)  
LinkedIn: Top of Form

<https://www.linkedin.com/in/gizem-telceken/> Bottom of Form

**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

**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 Specialist Turk 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

**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