

**IT Customer Field Engineer**

- Planning, implementation, and management of design, operation, configuration, repairing, optimization and troubleshooting all kinds of Servers, Laptops, Computers, Printers, Scanners, ATM and electronic devices
- Experience on creating custom Windows 7/10 images which contains applications needed by company using WDT and distributing images over the network using WDS.
- Install various types of network infrastructure equipment in the Rack (i.e.: switches, routers, modems, wireless access points).
- Experience troubleshooting integrated and interdependent computer systems
- Experience maintaining zebra thermal printers, troubleshooting thin clients, computers, scanners, and portable handheld terminals
- Liaise with the Help Desk on escalated technical issues.
- Managed all reporting and administrative work

**Experience****Store Manager, 7- Eleven, Vancouver, BC****Mar 2020 – Present**

- Oversee daily store operations, supervise employees and manage inventory
- Ensure sufficient staffing levels to meet the needs of the guests
- Develop successful sales plans to grow profitability
- Recruit, train, develop and motivate the employees
- Demonstrate leadership and promote a teamwork oriented environment setting high standards and modeling behavior for optimum guest service
- Implement new product lines and create strategies to introduce and promote them to the guests

**Inventory Manager, WIS International, Vancouver, BC****May 2019 – Mar 2020**

- Responsible for planning, installing, programming, troubleshooting inventory Access points and all Wi-Fi devices.
- Managing all system and inventory crew members during counting
- Establish and maintain effective business relationships with internal and external customers at various levels
- Recommend or implement actions to address performance metrics and achieve targets for profitability, productivity and efficiency.
- Implement and promote a safe working environment.
- Have the flexibility to work a varied schedule and travel to our customers' locations.

**Store Manager, A&W, Vancouver, BC****Dec 2017 – Nov 2018**

- Planned, organized and directed the operation of restaurant
- Oversaw all aspects of restaurant profitability including inventory, labour and waste control
- Handled ordering, invoice processing, scheduling and time management
- Able to handle and resolve potential guest concern with professionalism and care
- Maintained and demonstrated professional work ethics, moral integrity and positive attitude

**IT Lab Assistant, Vancouver Island University, IT Helpdesk, Nanaimo, BC Jan 2016 – Dec 2017**

- Instructed students and faculty on how to operate various electronic devices and software as well as informed them of network status, available software, and VPN access.
- Repaired and upgraded desktop computers, laptops, printers, e-classrooms, and collaboration tools.
- Diagnosed technical issues and promptly implemented fixes to student-owned and university devices.
- Installed certificates on Windows, Mac, and Linux operating systems in accordance with university's IT security policy.
- Improved network security by installing anti-malware tools and configuring TCP/IP settings in accordance with the university's IT protocol.

**IT Field Engineer, NCR Information and Communication, Turkey****May 2012 - Apr 2014**

The NCR (National Cash Register) is an American company that makes self service kiosks, POS, ATM, cjeck processing systems, barcode scsnners, and business consumables. Also, provide IT maintenance support services.

- Responsible for NCR, PC, Server maintenance and repair support
- Server, PC, Printer, ATM installation, troubleshooting, maintenance, and break-fix support
- Support Hardware and Software asset management, tracking and auditing for devices not connected to the network and according to Maersk Line global processes
- Provide VIP support to selective customers as per SLA and agreement
- Assist with equipment replacement cycle
- Manage and complete incident and move, add, change (MAC) requests and update ticketing system accordingly
- Create, delete and maintain user system accounts and passwords in Active Directory, corporate email system, phone system, and related applications and services
- Ensure that Group IT Security standard processes are followed for services provided

**IT Field Engineer, KOCSYSTEM Information and Communication Services Jun 1997 – Dec 2012**

KOCSYSTEM provides information technology and communication services. It offers data center services, including installation, maintenance, and support; system management; application management; disaster recovery, back up, and business continuity; workstation services, such as ATM/POS, desktop outsourcing, and installation, maintenance, and support; business process outsourcing service, including call center outsourcing, data entry, and print shop; and network services, such as network systems and managed services.

- Manages and maintains documentation pertaining to servers, systems and network environments. Works to improve and develop new processes
- Creating and maintaining custom Windows images which contains Office and applications needed by the company
- Setup & maintain Windows Deployment Toolkit and Windows Deployment Services server to image machines over the network via PXE boot
- Provides technical assistance to end users on the Local Area Network and remote users connected to the TPNM Network
- Assists the Director of Network & Infrastructure in maintaining basic network operation and provides backup as necessary
- Use tools and applications for monitoring desktop performance and provide performance statistics and reports
- Provide information to Team Members on established policies, procedures, and services provided
- Assist in maintenance and operation of our network and Mac management infrastructure
- Install various types of network infrastructure equipment in the Rack (i.e.: switches, routers, modems, wireless access points).
- Troubleshoot, repair and/or replace hardware and network cable and connectivity issues.

**Education & Professional Development**

<b>Computer Science Diploma</b>	Vancouver Island University	<b>2015 – 2017</b>
<b>Bachelor's Degree Business Administration</b>	Anadolu University - Turkey	<b>2004 - 2008</b>
<b>Diploma in Industrial Electronics - Coop</b>	University of Trakya - Turkey	<b>1992 - 1995</b>

**Certifications and Trainings**

- A+, MCSE, CCNA
- C++, C Sharp, Bash, Perl, HTML 5, PHP, Java Script, SQL Server - 2016
- Windows 2008 R2 Server – 2011
- DELL - Foundations 2010 Portables Certification (ID 2003) - 07.06.2010

**Skills**

- Strong organizational skills; attention to detail Strong customer service skills
- A strong sense of customer service and demonstrable history of excellent customer-facing skills
- Highly organized and detail-oriented with the ability to multitask
- Strong ability to communicate detailed technical information to non-technical customers
- Strong maturity, professionalism, and judgment; ability to complete most work with minimal supervision
- Working knowledge of expert PC and devices and troubleshooting techniques