MURAT IYIDOST

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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
- Server, PC, Printer, ATM installation, troubleshooting, maintenance, and break-fix support
- Support Hardware and Software asset management, Network connection support, tracking and auditing for devices not connected to the network and according to Maersk Line global processes
- Experience on creating custom Windows 7/10 images which contains applications needed by company using WDT and disturbing 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

IT Field Technician, NCR Information and Communication, Vancouver, BC   **Nov 2020 - Present**
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, Network connection support, 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
- Provides technical assistance to end users on the Local Area Network and remote users connected to the TPNM Network
- Ensure that Group IT Security standard processes are followed for services provided

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

- 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   Nov 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 2011
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

Computer Science Diploma   Vancouver Island University   **2015 – 2017**
Diploma in Industrial Electronics - Coop   University of Trakya - Turkey   **1992 - 1995**

Certifications and Training
- 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

Personal Webpage muratiyidost.com