# HAKAN SAHINGOZ

## FREELANCE CLOUD SPECIALIST

## ABOUT ME

I'm driven, communicative, passionate, and enthusiastic. I'm very stress resistant in almost every possible scenario.

My driving force is mainly that I am always curious about the latest cloud solutions.

## MY CONTACT

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Soest, 3762SR
The Netherlands

## REFERENCES

**Jeanine Graas**
IT-Director, Alliance-Healthcare

**Esther de Zwaan**
IT-Manager, Nutreco

**Melvin van Eijk**
Career Manager, Zenda Support

## WORK EXPERIENCE (MOST RECENT)

### Support Engineer

Alliance-Healthcare
December 2021 to present

- Support on Microsoft 365, licensing, User Management and Change Management.
- Second line support in Helix (Smart-IT)
- Automating processes with PowerShell scripting.

### Support Engineer

Zenda Support
February 2021 to December 2021

- Implementation of Microsoft Azure Hybrid Solutions, Microsoft Endpoint Manager and VoIP
- First and Second line support in TopDesk and ServiceNow
- Top customers: Nutreco, RAM-IT, GGZ and Triade Vitree

## PROFESSIONAL SKILLS

### Infrastructure and Cloud:

Microsoft Azure, Endpoint Manager, Microsoft 365, Microsoft Server, Hyper-V and Remote Desktop.

### Networking and Storage:

Cisco Meraki, PFSense, Azure Virtual Network.
Azure Blob and File Storage, Azure Backup and Recovery Service Vault.

## EDUCATION AND TRAINING

### ROC Midden Nederland (MBO4)

Post-secondary vocational education in System Engineering

- Enrolled from 2017 to 2020
- Graduated and received degree

### Certifications

Most recent and valued (extensive list available)

- Microsoft Certified: Azure Administrator Associate
- Microsoft 365 Certified: Modern Desktop Administrator Associate (In Progress)

# WORK EXPERIENCE EXTENDED

Alliance-Healthcare
December 2021 to present

## Support Engineer

**Explanation of work**

Working within the Alliance-healthcare team as a support engineer gives you the responsibility of managing all day-to-day IT activities that come in to this large international company. On a daily basis, the pharmacies, logistics and office must be able to work optimally, including all applications to be kept up to date, user requests to be handled and business processes to be automated.

**Tasks**

- Resolving 2nd line tickets.
- Complete reports if 2nd line cannot be resolved and forward to appropriate IT team.
- Creating user accounts in Windows Server 2008.
- Creating user accounts for Cisco VoIP.
- Creating Mail addresses in Exchange and Microsoft 365.
- Assigning licenses in Microsoft 365
- Creating/activating SafeSign UZI-PAS accounts & activating soft tokens.
- Installing hardware and software.
- Assigning NTFS permissions.
- Creating Security Groups while maintaining NTFS Folder with proper structure.
- Updating servers & clients via WSUS
- Automating processes with PowerShell Scripting.
- Handle and approve RFC requests.
- Working with Citrix servers and Citrix Director.
- Thinking along for improvement within IT.
- Support to approximately 800-900 employees.
- Continuous monitoring of systems, software, and hardware.
- Prioritizing and working on client issues without disturbing their workflow.
- Troubleshooting relies on a step-by-step procedure.
- Responsible for the accounting of licenses on each PC and server
- Procurement of licenses, installation, tracking, and other details

**Keywords**

Windows 10 - Server 2008 R2 - Citrix Director - RDP - Microsoft Exchange 2010 - Microsoft 365 - Smart IT - NTFS - Active Directory - PowerShell - IP Communicator - Cisco Any Connect - WSUS.

# WORK EXPERIENCE EXTENDED

Zenda Support
February 2021 to December 2021

## Support Engineer

### Explanation of work

Zenda Support is an agency that only delivers work within IT. I worked for a number of their clients during this period, including Nutreco and RAM-IT. During this time, I served as both a support engineer and a workstation administrator.

### Tasks

- Resolving 2nd line tickets in Top desk and ServiceNow
- Complete reports if 2nd line cannot be resolved and forward to appropriate IT team.
- Creating user accounts in Windows Server 2008, 2012 and 2016.
- Creating Mail addresses in Exchange and Microsoft 365.
- Installing hardware and software.
- Assigning NTFS permissions.
- Creating Security Groups while maintaining NTFS Folder with proper structure.
- Working with Citrix servers and Citrix Director.
- Managing and setting up Microsoft Endpoint Manager.
- Packaging of various applications to deploy within Microsoft Endpoint manager.
- Deploying updates through Microsoft Endpoint Manager.
- Always on VPN deployment via Microsoft endpoint manager.
- Basic network tasks, for example activating switch ports and Troubleshooting Wi-Fi Access Points.
- Taking in and giving out hardware.
- Thinking along for improvement within IT.
- Continuous monitoring of systems, software, and hardware.
- Prioritizing and working on client issues without disturbing their workflow.
- Troubleshooting relies on a step-by-step procedure.
- Responsible for the accounting of licenses on each PC and server
- Procurement of licenses, installation, tracking, and other details

### Keywords

Windows 10 – Windows 7 – Server 2008 R2 – Server 2012 – Server 2016 – Citrix Director – RDP – Microsoft Exchange 2019 and Exchange online – Microsoft 365 –ServiceNow - TopDesk – NTFS – Active Directory and Azure AD – Always on VPN – Packaging – Cisco Switch - PowerShell.

# WORK EXPERIENCE EXTENDED

## System Engineer

### Explanation of work

Performing projects and management within an on-premises environment.

### Tasks

- Provide 2nd and 3rd level support
- Creating user accounts in Windows Server 2008, 2012 and 2016.
- Creating Mail addresses in Exchange and Microsoft 365.
- Setting up and managing 3CX and Teams VoIP.
- Setting up and managing Parallels VDI.
- Managing servers in a data center.
- Installing hardware and software.
- Assigning NTFS permissions.
- Creating Security Groups while maintaining NTFS Folder with proper structure.
- Installing, configuring, testing and maintaining operating systems, application software and system management tools.
- Proactively ensuring the highest levels of systems and infrastructure availability.
- Maintain security, backup, and redundancy strategies.
- Writing and maintaining custom scripts to increase system efficiency and lower the human intervention time on any tasks.
- Troubleshooting relies on a step-by-step procedure.
- Speaking to and collaborating with a variety of people, such as clients, vendors, management, and information technology (IT) staff during the creation and maintenance of a system.
- Developing a cost-efficient system for projects by performing a cost-benefit analysis.
- Responsible for the accounting of licenses on each PC and server.
- Procurement of licenses, installation, tracking, and other details.

### Keywords

Windows 10 – Windows 7 – Server 2008 R2 – Server 2012 – Server 2016 – Parallels VDI – Hyper-V – 3CX VoIP – Teams VoIP – RDP – Microsoft Exchange 2019 and Exchange online – Microsoft 365 – NTFS – Active Directory and Azure AD – Packaging in Parallels – Cisco Switch – Dell PowerEdge Servers – PowerShell.