

April 24, 2025

Hiring Manager
SCALP Trade
425 South Financial Place, Suite 3650
Chicago, IL 60605

Dear Hiring Manager,

As a Trade Support Enginner with 5+ years of hands-on experience, I specialize in delivering efficient technical solutions across Windows and Linux systems. Skilled in virtualization with Proxmox, Active Directory management, and multi-platform technical support.

I would welcome the opportunity to discuss how I can contribute to your organization's IT operations.

Thank you for your time and consideration.

Sincerely,

A handwritten signature in black ink, appearing to read 'Erdem' followed by a stylized surname and a small mark.

Erdem Yurtcuoglu (Adam)
5125 West Eddy
Chicago, IL 60641
773-664-1874
erdyrt@yahoo.com

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EDUCATION

Fatih University, Istanbul, TR
BS in Computer Science, Jul 2016
GPA: 3.50

Foreign High School, Ankara, TR
High School diploma, Apr 2012
GPA: 3.65

SUMMARY

Trade Support Engineer with 5+ years of experience troubleshooting Windows and Linux systems. Skilled in virtualization with Proxmox, Active Directory management, and multi-platform technical support. Proven ability to resolve complex technical issues across diverse environments.

COMPUTER SKILLS

Systems: Windows Server, Debian GNU/Linux, Ubuntu
Directory Services: User provisioning, Group Policy, OU management
Virtualization: Proxmox containers, VM management, clustering
Hardware: Desktops, laptops, server troubleshooting
Support: Email, messaging, in-person assistance
Scripting: Python, Bash, PowerShell (Basic)
Networking: TCP/IP, DNS, DHCP, VLANs

EXPERIENCE

IT Support Engineer

Eastern Accents, Chicago, IL
Jan 2019-Present

- Provide technical support for Windows and Debian Linux systems
- Manage Proxmox virtualization environment (containers and VMs)
- Maintain and optimize Proxmox cluster performance
- Implement backup solutions for virtual machines
- Administer Debian Linux servers for internal services
- Manage Active Directory accounts and permissions

Trade Support Engineer

Yasar Factoring A.S., Istanbul, TR
Jul 2016-Jan 2019

- Provided first-line technical support for mixed Windows/Linux environment
- Troubleshooted Windows systems and trading applications
- Assisted with Debian server maintenance and updates
- Managed Active Directory accounts and permissions
- Resolved hardware and software issues across platforms

CERTIFICATES

CompTIA A+, CompTIA Network+, CompTIA Linux+

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Dear Hiring Manager,

I am pleased to provide the following individuals as references for my professional background and qualifications. Each of them has worked closely with me and can speak to my skills, work ethic, and contributions:

Name	Job Title	Company	Contact Information
Ridvan Tatargil	Chairman	Eastern Accents	ridvan@easternaccents.com 773-447-5405
Dr. Mehmet Aktas	CEO	Yasar Factoring A.S.	mehmet@yasar.com.tr +90-212-251-4640

Please feel free to reach out to them at your convenience. I am confident they will provide valuable insights into my qualifications and character. Should you need any additional information, please don't hesitate to contact me directly.

Thank you for your consideration.

Sincerely,

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