MUHAMMED CIHAN

System Engineer Assistant

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SUMMARY

As a systems engineer assistant, I mainly support infrastructure and middleware operations across non-production and production environments. My focus is on middleware platforms, where I assist with monitoring, message flows, queue tracking, and basic issue resolution. I'm also involved in backend processes, job tracking, and team coordination to ensure system stability. Currently in the final year of my Computer Engineering degree, I apply my academic background to practical, real-world scenarios.

WORK EXPERIENCE

Garanti BBVA Technology – System Engineer Assistant   **Jun 2023 - Present**

- Created initial definitions for CICS environments systems.
- Performed process monitoring, error handling, and basic configuration on IBM CICS.
- Worked with queue and channel structures on IBM MQ, monitoring message flows.
- Supported the detection and resolution of MQ-related issues such as queue depth and connection problems.
- Monitored system performance, transaction flows, and processing loads using tools such as OMEGAMON.
- Generated internal reports from daily log data using SSRS.
- Collaborated with cross-functional teams (network, application, and database) to resolve system issues.
- Tracked job logs, analyzed system messages, and conducted initial error analysis.
- Wrote entry-level JCL scripts to initiate and monitor basic batch jobs

EDUCATION

Bachelor of Science in Computer Engineering   **Sep 2021 - Jun 2026**(expected)
Dogus University, Istanbul

- Completed a one-year English preparatory program prior to undergraduate studies.
- Gained core knowledge in systems engineering and software development.
- Founded and led the university's first hackathon/ideathon team.
- Served as Chairman of the Mühendis Beyinler Club, overseeing operations and student engagement.
- Organized technical events, workshops, and seminars to support practical skill development.

ADDITIONAL INFORMATION

- **Technical Skills:** IBM CICS, IBM MQ, JCL (entry-level), RabbitMQ (entry-level), SSRS, MS SQL
- **Languages:** Turkish (native), English (upper int.)
- **Certifications:** IBM z/OS Introduction, SQL Server, IT Service Management, Java Basics
- **Soft Skills:** Team management, cross-functional communication, event moderation, problem-solving