Mustafa Evleksiz

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Summary

- I'm a tech enthusiast with a background in technical and application support. I've now transitioned into the world of software development.
- I enjoy tackling challenges and using my analytical skills to create practical solutions. I'm particularly passionate about data analysis and building applications that utilize data effectively.
- My goal is to keep growing in these areas and contribute to projects that make a positive impact through technology.

Experience

Product Engineer

Emirates NBD • Dubai   01/2024 - Present

In my current role as a Product Engineer, I serve as the technical lead for a vendor-developed software product used by our bank. My responsibilities include managing deployment and migration processes, ensuring seamless integrations, identifying and fixing bugs, optimizing system performance, and maintaining the reliability of the software. I collaborate closely with the vendor to continuously update and improve the software to meet the bank's operational needs.

Full Stack Developer

Aloha Live • Istanbul   06/2023 - 11/2023

Front-end Development: Develop and maintain the user interface of our mobile app using React Native. Ensure the app's responsiveness and excellent user experience.

Back-end Development: Design, develop, and maintain the back-end services of our mobile app using Node.js and TypeScript. Implement robust APIs and database interactions.

Full Stack Integration: Bridge the gap between front-end and back-end development, ensuring smooth communication and data flow between the two layers.

Bug Fixing and Optimization: Identify and resolve bugs and performance bottlenecks. Optimize the application for speed and scalability.

Feature Development: Collaborate with the product and design teams to implement new features and enhancements.

Support & Implementation Analyst

Alterna Cx • Istanbul   11/2020 - 04/2023

- I have worked as an analyst in a company that produces customer experience measurement solutions with artificial intelligence.
- Integrating the software with customer-specific services, such as Email or SMS integration.
- To provide the necessary support in customizing the product to the customer. Like branding, styling
- Escalating issues to the dev team if resolution involves code review / debugging
- To provide technical support to application developers using API framework
- To provide guidance on data requirements and service integrations in new customer implementations,
- In my current job, I do analytics using advanced SQL queries for analytics.

Support Engineer

- Providing assistance to clients or customer with software-related issues.
- Incident resolution in certain time frame.
- Create helpers to analyze systems and create self-repairing measures. Checking Easy systems, applications on contracted customer side to be sure Easy systems/apps are up and running
- While doing this job, I provided support in English.

Technical Support Teams Team Leader

HP • İstanbul, İstanbul   11/2014 - 03/2019

- I have worked as a team leader for HP Consumer Technical Support Team.
- I led a technical team of more than 30 people.
- I was mentoring this team and supporting their development.
- I was preparing trainings and exams for this purpose.
- I was responsible for assisting complex questions that the relevant team could not solve, and scheduling related tickets to level 3 engineers when necessary.
- I was having weekly skype meetings with mentors in similar roles in the EMEA region, briefing about new device introductions or discussing issues and sharing the outputs with my own team.

Skills

Javascript, HTML, CSS, SQL, JSON, Excel, Node.js, Vue.js, C#, Postman, Analysis Skills, REST, JIRA, Microsoft office, Rest API, React.js, React Native, AWS, MongoDB, TypeScript, MSSQL

Education

Computer Engineering

Gebze Institute of Technology

Management And Information Systems

Anadolu University • Eskişehir, Eskişehir

Languages

English (Advance), Turkish (Native)

Certificates

Microsoft Certified Solutions Developer Course (c#), The Complete Javascript Course, Node Js, Express, Mongo DB& More, 100 days of Code - 2022 Web Development Bootcamp, The Complete Sql Course 2022, Vue- The Complete Gude, writing-clean-code, Microsoft Excel - Advanced Excel Formulas & Functions, The Complete Junior to Senior Web Developer Roadmap (2020), Advanced CSS and Sass: Flexbox, Grid, Animations and More!, TOTAL: CompTIA Security+ Certification (SY0-501)., TOTAL: CompTIA A+ Certification (220-1002)., TOTAL: CompTIA A+ Certification (220-1001)., TOTAL: CompTIA Network+ Certification (N10-007), iOS mobile software course, Postman: The Complete Guid REST API Testing, Windows Server 2016 Adım Adım Network ve Sistem Yöneticiliği, The Complete Ethical Hacking Course: Beginner to Advanced!, A'dan Z'ye Sistem Yöneticileri için PowerShell, Technical Support Fundamentals, Google IT Support Specialization

References

- Pr.Dr. Hamza Kurt - Professor at Korea Advanced Institute of Science and Technology
- Utku Bahçekapılı - Pusula Call Center Manager, Trabzon

Projects

- AmerikadanIstekler (React + Node js + TypeScript)

- InviteeGenerator (Company specific) (C#)
- MetadataUploader (Company specific) (C#)
- SeagullGuide (Fun app) (Node.js +EJS)
- EnflasyonMetre (Javascript)
- PurchasePower (React js)
- Fun Manager (React + Node js)