

## YAHYA OZER

[yahya.fazil.harmony@gmail.com](mailto:yahya.fazil.harmony@gmail.com),

(469) 688-8173

### **SECRET Clearance**

#### **EDUCATION:**

- US Army Cyber Center of Excellence (25B-IT Specialist)
- Harmony Science Academy Dallas High School (Graduated 2014)

#### **ACADEMIC SKILLS & ACHIEVEMENTS**

##### Languages:

- Fluent in both Turkish and English.

##### Computer Skills:

- Active Directory Installation and Administration, and security management
- Virtual environment Installation and Configuration, for both windows and Linux systems
- Windows XP, Vista, 7, 8, 8.1, 10 troubleshooting
- Microsoft Office Suite 2007, 2010, 2013
- Data Recovery, Linux & Windows operating systems
- Hardware, Software, Network Troubleshooting.

#### **WORK/INTERNSHIP EXPERIENCE:**

##### T-Mobile

April 2019 – Present

##### *Service Desk Specialist (Contractor)*

- Mentored new employees to the team. That includes helping the teammates understanding the fundamentals of effective communication, appropriate tools and how to structure delivery that meets the expectations.
- Advised and provided information systems technical support for internal T-Mobile routine customer issues over the phone and utilized RDP/SCCM if needed.
- Collected necessary technical information from the customers and troubleshoot over the phone/email in order to provide support for Windows 10, Active Directory User Account Change/Modification, Skype Business, Symantec VIP Access, Cisco AnyConnect VPN and other software related problems at T-Mobile retail stores within fast-paced environment and escalation of problems to appropriate tier 2 and tier 3 teams within timely manner.
- Documented tickets/problems and conversations to create a log that can be referenced by other technicians and for training purposes.
- First and second hand level technical support for staff (over 5,000 individuals) including hardware, software, printer and network.

##### U.S Army Reserve

July 2016 – Present

##### *Information Technology Specialist*

- Implemented computer hardware/software and network troubleshooting through a strong technical knowledge
- Configured and maintained Active Directory users at an enterprise level
- Capable of satellite communications and maintainability.
- Obtained trainings for U.S Army SOC/NOC environment
- Efficiently and within timely manner successfully provided necessary problem-solving skills.

##### U.S. Army Active

May 2018 – Jan 2019

##### *Turkish Linguist*

- Deployed overseas in support of CJSOTF – OIR (Combined Joint Special Operations Task Force Operation Inherent Resolve)
  - DLTP score 3/3
  - Subject matter expert in Turkish culture and politics
  - Translated and analyzed open source in Turkish
  - Translator/Interpreter for high level key leader engagements.

##### Harmony Public Schools

Oct 2014 – Dec 2015, March 2017 – April 2018

##### *IT Specialist / IT Coordinator*

- Configured, and repaired laptops, desktops and chromebooks for the network environment.
- Managed approximately 800 pieces of enterprise level PC/Network/office equipment's
- Coordinated relative networking and technological events, audits and meetings.
- Monitored and handled help desk support requests, to include service requests submitted via, telephone, email, and voice mail as well as maintaining and monitoring Active Directory on the webserver.

US Cyber Defense Labs (CDL) at the University of Texas at Dallas

Summer 2013 – Summer of 2014

*Summer Instructor* (Award winning 2014 Cyber summer camp at UT Dallas)

- Helped develop, hands on course materials and lab challenges for the Advance cyber security camp
- Lead teams of 5-7 students through daily security challenges, and national cyber competition
- Covered advanced malware and hacking defenses.
- Designed and implemented advanced secure database for internal use.
- Participated in open source intelligence collection and analysis tasks.
- Developed robust defensive procedures for client networks