



# YUNUS GUMUS

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## Summary

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Dedicated IT professional with a strong history of delivering award-winning projects. Expertise in system architecture, troubleshooting, debugging, database management, and technical troubleshooting strategies. Proven ability to solve complex problems and collaborate effectively within teams to drive innovative solutions. Committed to leveraging technology to improve user experiences and operational efficiency.

## Skills

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- System architecture and design
- Web development technologies
- Agile and Scrum methodologies
- Version control systems
- API integration and development
- Database management systems
- Problem solving and debugging
- Technical troubleshooting strategies
- End-user support services
- Mobile device management
- Hardware deployment and imaging
- Network monitoring and management
- Documentation and knowledge management
- ITIL foundations and service desk operations

## Experience

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Seneca Hackathon | Toronto, Canada  
**System Lead / Full-Stack Developer - Housing Hackathon Winner**  
01/2024 - 04/2024

- Directed design and development of LeaseLens, aiming to automate lease analysis using NLP and ML algorithms.
- Produced comprehensive documentation and system architecture diagrams using UML.
- Achieved third prize for innovative solutions addressing affordable housing challenges.

Kinectircs Inc. | Toronto, Canada  
**IT Technician (Co-op)**  
01/2023 - 08/2023

- Resolved an average of 150 tickets monthly, ensuring timely support for all inquiries.
- Delivered tier 1 technical support to enhance user experience.
- Assisted CEO, CFO, and CTO with high-stakes client meetings and presentations.

Avea Sağlık A.Ş. | Istanbul, Turkey  
**Debt Collecting Department Manager**  
04/2017 - 06/2018

- Established department from ground up to enhance operational efficiency.
- Trained new hires to ensure effective onboarding and skill development.
- Collected, visualized, and organized customer data to improve debt management strategies.

ITS-Bostanci Sirketler Grubu | Istanbul, Turkey  
**Monitoring and Evaluation Supervisor**  
01/2013 - 05/2017

- Engaged with stakeholders and management to enhance customer care and conduct market research.

Turkcell Superonline | Istanbul, Turkey  
**Customer Service Operations Specialist**  
01/2007 - 12/2012

- Managed customer communication for internet connection setup, delivery, and installation.

Cyber Computer Systems | Istanbul, Turkey  
**IT Technician**  
01/2003 - 12/2006

- Diagnosed, repaired, and maintained hardware and software for clients, ensuring minimal downtime and optimal system performance.

## Education

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Seneca Polytechnic | Toronto, ON

**Advanced College Diploma (3 Years)** in Computer Programming And Analysis

10/2024

## Programming Languages and Frameworks

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C, C++, C#, Java, JavaFX, Python, JavaScript (ES6), TypeScript, HTML5, CSS, ASP.NET, Node.js, Express.js, Django, React.js, Next.js, Angular, Xamarin, Ionic, jQuery, Shell Scripting, JWT, RESTful APIs, OAuth 2.0, Firebase (Auth/Firestore) Xamarin, Ionic, Android Studio, Capacitor.

## Styling & UI Libraries

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Tailwind CSS, Bootstrap, Framer Motion, Handlebars, Material UI, Styled Components

## Database

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Oracle PL/SQL, PostgreSQL, MySQL, MongoDB, ORM, RDBMS, Firebase Firestore

## Cloud & DevOps

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AWS, Azure, Docker, Kubernetes, ArgoCD, Argo Rollouts, GitHub, GitHub Actions, CI/CD, Prometheus, Grafana

## Tools & Utilities

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**Software Development:** Postman, Figma, Firebase Console, npm, yarn, Webpack, Vite, Git, GitLab, Android Studio, Visual Studio, VS Code, IntelliJ, Eclipse, PyCharm, Zendesk, Jira

**IT Support:** Zendesk, Freshservice, Microsoft Intune, Jamf, Active Directory, Azure AD, ServiceNow, TeamViewer, AnyDesk, PowerShell, MemTest86, Event Viewer, BitLocker, Lansweeper, CrowdStrike, AnyDesk / Remote Desktop (RDP), Wireshark.

## Testing

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Jest, React Testing Library, Postman/Newman

## Modelling & Management

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UML, ER Diagrams, Sequence Diagrams, Agile, Scrum, Stakeholder Management

## Honors & Awards

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- **President's Honor List** – Seneca Polytechnic (Winter 2022 & Winter 2024)  
Recognized for exceptional academic achievement in the Computer Programming and Analysis program.
- **Graduated with Honors** – Seneca Polytechnic
- **Third Place Winner** – Seneca Polytechnic Housing Hackathon (2023–2024)  
Awarded for innovative teamwork and real-world problem-solving.
- **Finalist** – Seneca Polytechnic Hackathon (2024–2025)  
Reached finals for the second year, showcasing consistent technical excellence.

## Websites, Portfolios, Profiles

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- <https://www.linkedin.com/in/jonasgumusyyz/>
- <https://github.com/yemregumus>