

Ömer Şerif ÇAVUŞOĞLU



IT Service Management | IT Administration | IT System Support Engineer
10 years in Engineering & Consulting & 3 years in IT Service Management

Contact

P. +90 5447829560

E. oscavusoglu61@gmail.com

A. Bostancı/İstanbul/Türkiye

As a results-driven IT professional, I've charted a compelling career trajectory in Startup & IT since 2020. My expertise lies in IT systems support and administration, where I specialize in the intricate realms of hardware, software, and network troubleshooting. My commitment to continuous learning is evident in my focus on PMP, Big Data, Data Science & AI, and M365. I bring a proven ability to minimize escalations through resourceful problem-solving, showcasing a knack for addressing challenges proactively. Currently serving as an IT Service Engineer - IT Administrator at Bruker GmbH, I actively contribute to the smooth operation of IT services. My proactive approach, coupled with a commitment to excellence, defines my dedication to achieving and surpassing goals in the ever-evolving landscape of IT and startup environments.

Education

University (Bachelor's Degree)

Karadeniz Technical University (KTU) - Trabzon/Türkiye

09.2009- 06.2014 - Engineering Faculty

Electrical & Electronics Engineering (GPA: 2,4)

Work Experience

IT Service Engineer – IT Administrator

Bruker GmbH – Germany/Ettlingen-Remote

December 2022 –January 2024

I have built a solid foundation by providing comprehensive L1 and L2 technical support, promptly addressing hardware, software and network issues through the Matrix42 ticketing system. This hands-on experience has given me a deep understanding of IT Service Management. I have actively pursued new training and skills initiatives to gain a broader perspective on IT Service Management. This commitment has enabled me for integrate of new insights and methodologies into daily operations.

My daily work has consisted of the following duties over the systems as shown below:

- Executing day-to-day operations on M365 products, demonstrating proficiency in Intune, Exchange Admin Center, SharePoint, Azure, One Drive, and Teams.
- Managing Hire&Termination requests via dispatching cases (account creation and deletion) to Onboarding Teams, handled the daily cases for modifications and changes, encompassing Active Directory and MS Azure.
- Providing expert technical support remotely, diagnosing and troubleshooting software, network, and hardware issues, including the repair of hardware malfunctions.
- Configuring hardware, peripherals, services, settings, directories, and storage in alignment with operational standards and requirements.
- Conducting system software upgrades and configurations to support clients' business applications.
- Monitoring VPN connectivity, troubleshooting client issues, and ensured timely case resolution according to established SLAs.
- Applying operating system patches and upgrades according to Change Management procedures, maintaining system integrity and availability.
- Contributing to a robust knowledge-sharing environment, I have developed and documented 20+ Knowledge Base Articles (KBAs),
- Performing daily system monitoring, validating the integrity of hardware, server resources, and system/application logs using tools such as Mapping Drive, Remote Desktop Connection, MS Azure, and Active Directory.
- Acting as global administrator for licensing and deployment of Adobe tools, ensuring consistent availability across colleagues' computers using Adobe Admin Console and SCCM.
- Managing IT assets, including mobile devices, laptops, and other equipment.
- Collaborating with Global IT colleagues, directing unresolved issues to L2/L3 support personnel when needed.
- Escalating issues to management and disseminated global announcements through relevant Teams channels as required.

IT System Support Engineer
Innova Bilişim Çözümleri A.Ş.-İstanbul/Maslak

April 2021 – October 2022

My daily work has consisted of the following duties over the systems as shown below:

- Managed projects using Innova project management methodology for corporate clients, ensuring compliance with contracts and SLAs.
- Responded promptly to incidents and requests within the HP ITSM ticketing system, consistently meeting SLAs.
- Analyzed customer demands and problems, providing optimal solutions to enhance user experience.
- Conducted L2 level analysis for the SD-WAN Project (Fortigate 60F/40F), showcasing technical expertise.
- Implemented actions based on Fortimanager and Fortianalyzer insights, ensuring project success.
- Monitored systems using Solarwinds, VAR, and Zabbix, swiftly taking actions for optimal performance.
- Controlled network equipment in TTM and TTVPN projects, ensuring a robust and reliable infrastructure.
- Provided comprehensive technical support and information, contributing to effective issue resolution.
- Collaborated with the IT Specialist team to address escalated issues and ensure customer satisfaction.
- Investigated and identified root causes of problems, implementing strategic actions for continuous improvement.
- Played a crucial role in providing structured feedback to customers, fostering effective communication during the solution process.
- Demonstrated a commitment to delivering high-quality service and contributing to continuous improvement in the dynamic IT environment.

Patent Engineer & IP Consultant

Kordinat İnovasyon Ve Fikri Mülkiyet Yönetimi Ltd. Şti. - İstanbul/Besiktas

December 2016 - Jun 2018

My position and responsibilities have consisted of the following duties as shown below:

- Served as a Patent Engineer and IP Consultant at Kordinat, collaborating with the esteemed European Patent Attorney, Mr. Demirkiran, boasting 20 years of professional IP experience in Turkey.
- Conducted extensive Patent & Trademark research and drafting, demonstrating a meticulous approach to intellectual property matters.
- Orchestrated the preparation of national Patent applications, overseeing the collection of all necessary legal documents for seamless submission.
- Managed the preparation and submission of international patent applications to entities such as USPTO, EPO, and other countries, including PCT applications.
- Fostered global connections by maintaining communication with international Patent offices, staying abreast of developments in the IP field for clients.
- Played a pivotal role in preparing government-funded applications, collaborating on projects such as TUBITAK, TEYDEB, etc.
- Maintained ongoing communication with legal Law & IP offices to ensure robust protection of clients' intellectual property.
- Leveraged expertise in Intellectual Property tools and databases, including PathBase, Espace.net, and LexisNexis, to enhance research and protection strategies.

Skills

Languages: English (C1), German (A1/A2)

Project Management: BPM & PMP

Key Competencies: Service & Project Management, Lifetime Learning, Teamwork, Communication

Cloud: Azure, Amazon AWS

Administration: Active Directory (AD), SCCM, Microsoft Endpoint Manager, Microsoft 365, Exchange Admin Center, Microsoft SharePoint, PowerShell Scripting, MDM, Adobe Admin Console, TeamViewer, Admin by Request Admin Console, HP ITSM, Matrix42, VPN (Cisco, Global Protect, Check Point), Windows VISTA/8/10/11

Support: L2 & L1

Programming: C++, Python (Beginner)

Certifications:

IELTS Academic: Overall Band Score - 6/9

ITEP Academic: Overall Band Score - 4.8/6

Available for reference upon request.