



İsa Uğur Fidanci

Technical Support Manager

Contact Information

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Cell Phone	: 90 (535) 304 72 88
	90 (535) 954 73 32

Personal Information

Total experience	: 5 Years
Employment status	: Not working
Educational Status	: University (Graduate)
Marital Status	: Married
Nationality	: Republic of Turkey
Military Status	: Completed (24.07.2008)
Date of Birth	: 31.10.1987
Place of birth	: Turkey - Konya
Driver's license	: B (2006)

i Summary

Field Service Engineering .Team Management and Service Delivery Management .Product and Sales Management .Marketing and Project Engineering Experiences.Quality & System Management.Planning , Executing and Time Management.

Job Experience

Job Experience

Technical Support Manager

Gobeklioglu Medical Systems

04.2014-01.2016 (1 year, 9 months) İstanbul(Avr.) - Turkey Full-Time

Providing all necessary Technical Service and Sales Support for company equipments.

Project planning, tracking, monitoring, documenting.

Taking lead of hospital projects and providing the coordination between decision makers and other engineers till turn-key.



Planning, managing, and executing daily business activities .

Visit field at appropriate intervals to check standards of workmanship and materials being used in our project.

Controlling tender specifications according to medical device qualifications

Be in charge of Technical Sales, Service Sales at Key Accounts and Private Projects.

Designing and implementing efficient processes to ensure smooth business operations .

Field Service Engineer

PHILIPS Healthcare

01.2012-04.2014 (2 years, 3 months) İstanbul(Asya) - Turkey Full-Time

Providing all necessary after sales customer support activities. Field service provider ; installation , trouble shooting , corrective maintenance , preventive maintenance , SW upgrades and field correction orders are regular daily business activities. Following scheduled activities and taking into action at right time . Working as a team player with CCC, distributors, sales persons and rural area engineers . Canalizing Call dispatchers according to customers feedback and planning own customer visits. Providing customer satisfaction with related service quality . Developing yourself with the targets that you aimed in your IDP. Following the contracted customers priority and taking care during schedulation . Taking care to SLA time and if necessary open a ticket for 2nd level service support. Working according to KPIs and succeeding the goals . Completing all necessary e-trainings and trainings abroad at time. Reporting with soft copy and hard copy service forms and closing assigned jobs regularly on related programme such as CRM , ERP . Following own spare parts and return parts delivery to or from logistic unit. Supporting rural area engineers remotely by phone or with on side activities. Reporting case by case with Field Service Report ,taking care to Service Level Agreement . Supporting subcontractors, distributors, sales persons and rural area engineers . Regular customer visits with a colleague or alone for new sales and Demonstrating products.

Be in charge of demonstrations ,user & application trainings if needed .

Project Development and Management Coordinator

Erciyes Üniversitesi

09.2011-01.2012 (4 months) Kayseri - Turkey Periodical // Project Based

Designation, implementation, and testing of a cell phone jammer with spare components around us. This jammer works at GSM 900 continuously and thus jams the two well-known carriers in Turkey (Turkcell,Vodafone).

Project Head Assistant

Vilnius Gediminas Technical University

09.2010-09.2011 (1 year) Vilnius - Lithuania Periodical // Project Based

Project planning, tracking, monitoring, documenting Material or resource managing & approving Identifying & accessing all the risks including cost & timing after award of the project



Conducting value engineering studies and exercises to ensure cost savings

Verifying & confirming BOQ, Prelims & other expenses in advance to avoid unwarranted / unaccounted costs

Preparing RFQ for issuing subcontracts and recommending the 'best fit' sub-contractor for the lowest cost

Reducing internal manpower costs by managing resources appropriately.

Submitting weekly reports on all projects to the management by showing escalations where required along with project based cost savings Delivering schedule to be provided to the commercial team at the beginning of each project.

Intern Engineer

Türk Telekom

07.2010-09.2010 (2 months) Konya - Turkey Full-Time

Having an experience of Field, Field Sales and Service Engineering and Process of Customer Support. Taking part in the process of ADSL connection setup .

Getting experience how to repair a payphone and how to open a new line for a new client.

Intern Engineer

Bahri Dağdaş Ereğli Şeker Fabrikası

06.2010-07.2010 (1 month) Konya - Turkey Full-Time

Getting experience of preventive maintenance activity for all systems in summer time.

Learning the process of sugar from sugar beet and revision of the system .

Understanding how to control all these sugar beet machines with PLC.

Learning how to do a corrective maintenance and a preventive mainteance activity for the devices which are properly used in field .

Education Information

University (Bachelor's Degree) 09.2008-01.2012	Erciyes University - (Formal Education) Engineering Faculty, Electrical/Electronics Engineering (<i>Turkish</i>) - <i>Success Scholarship</i> (%100)	3.02/4
University (Bachelor's Degree) 09.2010-07.2011	Vilnius Gediminas Technical University - (Formal Education) Electronics Faculty, Electronics Engineering (English) - Success Scholarship (%100)	3.61/4
University (Bachelor's Degree) 09.2005- <i>Abandon</i>	Kara Harp Okulu - (Formal Education) Engineering Faculty, System Engineering (Turkish) - Success Scholarship (%100)	
High School 06.2005	Kuleli Millitary High School Science	7 / 10

🖉 Foreign language



	Reading	Writing	Speech
English	Advanced	Advanced	Advanced
Russian	Basic	Basic	Intermediate
Lithuanian	Basic	Basic	Intermediate
Competencies			
Computer Skills	in Seker-Is Factory. And I accomplis	& C++ programming	
Certificate Informatio			
	nliği Uzmanlığı Sertifikası Izmanlığı Sertifkası (C Sınıf		
KALİTE AKADEMİ - 02.2	2016		
Elektrik 1kV Üstü ve 1 TOPRAKLAMA YETKİL			
TMMOB Elektrik Mühen	ndisleri Odası - 02.2016		
ELEKTRİK YÜKSEK GI İŞLETME SORUMLULU	ERILIM TESISLERINDE JĞU BELGESI		
TMMOB ELEKTRİK MÜI	HENDİSLERİ ODASI - 02.2016	3	
ISO 14001 ÇEVRE YÖN MADDELER EĞİTİMİ	NETİM SİSTEMİ STANDART		
Profesyonel Yönetim Da	anışmanlık ve Eğitim Merkezi ·	06.2015	
ISO 18001 OHSAS İŞ S YÖNETİM SİSTEMİ STA	AĞLIĞI VE İŞ GÜVENLİĞİ ANDART MADDELER EĞİTİN	лі	
Profesyonel Yönetim Da	anışmanlık ve Eğitim Merkezi -	06.2015	
ISO 9001:2008 KALİTE EĞİTİMİ	YÖNETİM SİSTEMİ TEMEL		
Profesyonel Yönetim Da	anışmanlık ve Eğitim Merkezi -	03.2015	
ISO 19011:2011 İÇ DEI	NETCI EĞITIMİ		
	anışmanlık ve Eğitim Merkezi -	03.2015	
D			
Damecca Siesta Serie Copenhagen, Denmark			
Damecca Anesthetic Ap			



Philips IntelliSave AX700 Service Training

Copenhagen , Denmark - 09.2013

Philips IntelliSave Anesthetic Apparatus

IntelliVue Patient Monitor MP Series Professor Holst Center, Best / Eindhoven , NL - 09.2013 Patient Monitor MP Series Rel G.0

OB TraceVue PHILIPS VIENNA - 08.2013 FETAL MONITORS' CENTRAL STATION

US3047T HD SERIES PHILIPS HEALTHCARE EINDHOVEN-NETHERLANDS - 03.2013 ULTRASOUND SYSTEMS

US1002 PHILIPS HEALTHCARE EINDHOVEN-NETHERLANDS - 03.2013 ULTRASOUND ESSENTIALS

NON ROUTED STAR AND RING TOPOLOGY PHC BEST EINDHOVEN NETHERLAND - 02.2013 NON ROUTED TOPOLOGIES FOR SWITCHES' CONFIGURATION

BASIC NETWORK PHC BEST EINDHOVEN NETHERLAND - 01.2013 BASIC NETWORK SKILLS

CMS3006 DEFIBRILLATORS MRX, REV.2 - FSE PHC - 11.2012 PHILIPS HEALTHCARE EINDHOVEN-NETHERLANDS

FETAL MONITORS PHC BEST EINDHOVEN NETHERLANDS - 11.2012

HeartStart MRx Defibratots PHILIPS - 09.2012 CM,PM,Power on, Troubleshooting, FCO

IntelliVue Support Tool Training for Biomeds PHILIPS - 08.2012 FCO,SW UPGRADE AND REVISION FOR PATIENT MONITORS,PAGE WRITERS,FETAL MONITORS

PageWriter TC30 Cardiograph PHILIPS - 08.2012



PM,CM , Power on, Troubleshooting of TC30

CS9020T

PHILIPS HEALTHCARE - 03.2012

BASIC NETWORKING

CS9021T

PHILIPS HEALTHCARE - 03.2012

DICOM-UNIX

PLC ERSEMErciyes University Enduring Education Center - 05.2010

Yalın Üretim Uzmanlık Sertifikası

Erciyes University - 02.2009

Teaching of how can we implement these excellent processes ; 6 Sigma, TQM, EFQM, BPR , in our company

Test information

ALES (Akademik Personel ve Lisansüstü Eğitimi Giriş Sınavı(90)

OSYM - 01.2012

Seminars and Courses

System Engineering

Turkish Land Force Academy - 19.09.2005-20.07.2007(6 Hours)

Project Risk Management

Turkish Land Force Academy - 15.09.2006-15.01.2007(2 Hours)

Stress Managemnet in Organization

Turkish Land Force Academy - 15.09.2006-15.01.2007(2 Hours)

Management and Organization

Land Force Academy - 15.09.2006-15.01.2007(2 Hours)

Skills

Yetenek	Seviye
PLC	****
ASN.1	****
Network Appliance	****
VPN (Virtual Private Networking)	****



Scholarships/Projects

Project: GSM Jammer Design and Application with Radius of 25 meters. (2010-2011)

Awards: 1)ERASMUS scholarship and grant allowance for my foreign country education. (2010-2011) 2)Success Scholarship during 3 years of university life. (2008-2011)

Achievements :

I got nine gold, five silver and two bronze medals in athletics competitions during my pupilage .(2001-2011)

Additional Information

Hobbies	: Almost all active sports except soccer.
Memberships	: 2001 - 2005 istanbul Karagücü Athletics , 2005 - 2008 Ankara Karagücü Athletics , 2008-2010 Erciyes Dağcılık Kulubü 2008-2009 Tiyatro Kulubü 2009-2010 Dans Kulubü 2010-2010 Vilnius Latin Dances
Smoking	: Non-smoker

References

Hasan Sadi HAYAT

PHILIPS -Tel : 05302918602 | E-Mail : hasan.s.hayat@philips.com

Boğaç ARTIKOGLU

Philips -Tel : 05322421649

Erden GÖKMEN

PHILIPS - Account Manager Tel : 05324110456 | E-Mail : erden.gokmen@philips.com

Murat HANEF

PHILIPS -Tel: 05304697928 | E-Mail: murat.hanef@philips.com

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