



# Hakan GENCER

## ICT Professional

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### SUMMARY

- IT and Telecommunication project management
- Academic knowledge on Telecommunication History, Generations and services
- Deep knowledge on eTOM processes and ITIL workshop experience
- ISO 9001 Quality management, ISO 27001 Information Security, COBIT management knowledge
- Operational workshops and hands on experiences ITU-T, ETSI standards
- Excellent knowledge on Access Network Equipments.
- IT and Telecommunication installations power supply principals', electric network knowledge
- Maintenance and information security management, routine controls and back-up procedures and user administration on Network Equipments.
- Change management in new technology transformations and service upgrades includes personal tasks and roles
- Execution national ICT laws, decisions and ordinances by National ICT Authority
- Risk management in IT networks, redundancy ethics against possible disasters, security gaps, malfunctions etc.
- Spare and auxiliary stock management
- Procurement and Annual Maintenance Contract management with vendors, suppliers and subcontractors
- Specify KPIs, SLAs for IT and Telecommunication processes and prediction requirements
- Calculation of project budget overseeing project goals, agreement with sub-workers and IT specialists over specified project schedules
- Hi-Profile troubleshooting in every type of Voice networks
- Hands on experience and excellent technical knowledge on various switching equipment's from multiple vendors (Nortel, Ericsson, Alcatel, ZTE, Huawei, Siemens), includes management tools and analyzers
- Remote Maintenance and Operation on massive amount of switching equipment's over Network Operation Center, Maintenance and Operation Center, Service Operation Center
- Voice network measurement and observation specialist

- Managing Field Operation and Network Operation Teams with consideration between labor laws
- Event and Problem management, Alarm Administrations for switching equipment's. Additional environmental sensors for preventing against disaster situations.
- Acceptance management on vendor contracts and sub-contracts both provisional and final acceptance
- Volunteer court expert and consultant for Telecommunication lawsuits and fraud cases
- Excellent end-user computer hardware/software knowledge including peripheral equipment's

## PERSONAL INFO

<b>Citizenship</b>	Turkish
<b>Date of Birth</b>	24/02/1972
<b>Marital Status</b>	Single
<b>Military Service</b>	Completed

## EDUCATION

- **Year** 1991–1995
- **University** Yildiz Technical University
  - **Faculty** Electrical Engineering
  - **Year** 1986-1989
- **High School** Sisli Industrial School
  - **Subject** Telecommunication

## LANGUAGES

<b>Native Language</b>	Turkish
<b>Other Language</b>	English <ul style="list-style-type: none"> <li>▪ <i>Reading: Advanced</i></li> <li>▪ <i>Writing: Advanced</i></li> <li>▪ <i>Speaking: Good</i></li> </ul>

## WORK EXPERIENCE

- **Year** 08.2016-11.2016
- **Company** Boer Technology
- **Job Tittle** Project manager
- **Job Description**
  - *CCTV and early warning systems for government needs*
  - *Fully automated or manual mass warning projects*
  - *Military and security project planning*
  - *Agreeing project objectives*
  - *Negotiate all customer concerns.*
  - *Determine project's cost*
  - *Overseeing project budget*
  - *Organizing the various professional people working on a project*
  - *Recruiting specialists and sub-contractors*
  - *Contract management*

- *Ensure that all projects are delivered on-time, within scope and within budget*
- *Perform risk management to minimize project risks*
- **Year** 2010–04.2016
- **Company** Turk Telekom
- **Job Title** PSTN and NGN Manager
- **Job Description**
  - *Core Network, PSTN Network Operation*
  - *Maintenance and measurement tasks planning.*
  - *Managing customer malfunctions KPIs*
  - *Strictly considering over contracted SLAs with corporate customers*
  - *High profile troubleshooting*
  - *Interconnection management between other Voice Service Providers*
  - *Workshops over company processes of eTOM, ITIL relevance*
  - *Regional coordinator for migration and investment of new generation implantations.*
  - *Customer services designer. Understanding customer's expectations and specify optimum requirements*
  - *Fraud and Collection of Invoice Safety Management.*
  - *Managing Field and Network Operation Center's staffs*
  - *Specifying service quality KPIs*
  - *Observing voice traffic network measurements and analysis of abnormal spectrums*
  - *Acceptance and contract management*
  - *Stock management for exchange spare cards, replacement parts, auxiliary equipment*
  - *Lecturer and instructor for new employees' orientation, interns and company visitors*
  - *Alarm Management and Administrations for switching equipment's. Additional external sensors for avoiding early warning systems for disaster situations such as power lost, high temperature, smoke detection etc...*
  - *Investigation on illegal traffic, fraud, phreak and precaution steps*
- **Year** 1998-2010
- **Company** Turk Telekom
- **Job Title** Senior Telecommunication Engineer
- **Job Description**
  - *PSTN Access Network Operation & maintenance*
  - *Troubleshooting*
  - *Observing voice traffic network measurements.*
- **Year** 1998-2001
- **Company** Turk Telekom
- **Job Title** Telecommunication Engineer
- **Job Description**
  - *PSTN Access Network Operation & maintenance*
  - *Troubleshooting*

- **Year** 1996–1997
- **Company** Turkish Land Forces 33. Mechanized Infantry Brigade
- **Job Tittle** Electrical Engineer Res. Lieutenant
- **Job Description**
  - *Military and security electrical installation projects planning*
  - *Electrical lightening and power projects planning*
  - *Determine cost of projects*
  - *Finding sub workers and agreement on installation prices*
  - *Responsible about installations*

## ADDITIONAL WORK EXPERIENCE

- **Year** 2016
- **Company** Professional Competency Board (Civil Service Project)
- **Job Tittle** Board Member (Delegation by Turk Telekom)
- **Job Description** Defining basics of Telecommunication worker roles and setting rules for professional licensing (Installation, Maintenance, Operation and Management)
- **Year** 2009-2011
- **Company** Turk Telekom
- **Job Tittle** eTOM Change Management Member
- **Job Description**
  - *Understanding eTOM basics*
  - *Change Management*
  - *Documentation of current roles, business processes and tasks in company for eTOM requirements*
  - *Specifying new KPIs for eTOM processes*
  - *Documentation eTOM based company specific methodologies*
  - *Preparing required forms, reports, tables and tasks those needed for eTOM basics*
  - *Preparing detailed structures of eTOM processes in related profession*
- **Year** 2009
- **Company** Turk Telekom
- **Job Tittle** ISO 9001 Quality Management License Workshop member
- **Job Description** Documentation of current roles, processes and tasks in company for standard ISO formats
- **Year** 2004-2013
- **Company** Ministry of Justice
- **Job Tittle** Court Expert
- **Job Description**
  - *Official Court Expert*
  - *Consultation to Official Court Expert*
  - *Resolving lawsuits conflicts between sides*
  - *Investigation about illegal International VoIP traffic*
- **Year** 2001–2003
- **Company** Turk Telekom

- **Job Title** Fair/EXPO Manager
- **Job Description**
  - Telecom/IT Technology fairs network planner.
  - Solutions for corporate attendees
  - Company stand coordinator
  - Solution expert for questions from customers and professionals
- **Year** 2002
- **Company** Turk Telekom
- **Job Title** Maintenance and Operation Center Designer
- **Job Description** Complete Operation Center design and installation for Exchange management with internal company resources

## PROJECTS

- **Company** **Boer Technology**
- **Description** Classified government projects (may be explained in private)
  - Turk Telekom**  
NGN OUTDOOR Transformation Migration Project
  - Turk Telekom**  
NGN INDOOR Transformation Migration Project
  - Turk Telekom**  
SS7 signaling system 7 transformation project
    - *Managing extensions and installations*
    - *Operating transformation steps and tasks*
  - Turk Telekom**  
Exchange Acceptance tests
  - Turk Telekom**  
Mechanical-Digital PSTN transformation
  - Turk Telekom**  
Operation and Maintenance Center for Exchanges
  - Turk Telekom**  
Operation and Maintenance Center acceptance

## TECHNICAL KNOWLEDGE

*\*\*\*in short*

- Telecommunication**
  - SS7, VoIP, SIP, H.248, NGN, CORE Network, Annex A., Access Network, IN, ISUP, PSTN, ISDN, Transmission, xDSL, TCP/IP/SCCP, Sound encoding, V.22bis/34/90/92/ISDN Leased Line/Dial-Up modems, TDM, PCM, FTTx, CCTV, Mass Warning
  - IMS, SDH, ATM, IP/MPLS, F/O basics
- IT** Windows, Unix, Linux, Android, IOS, Consumer electronics, tablets, LAN, WAN, Computer Hardware, Office Apps, digital media processing

## INTERESTS

- **Activities:** Mountain Biking, Snowboarding, Camping
- **Interests:** Wild Life, History, Sociology

## REFERRALS

- Göksel Birol [goksel.biol@nokia.com](mailto:goksel.biol@nokia.com)
- İzzettin Sarioğlu [izzettin.sarioğlu@nokia.com](mailto:izzettin.sarioğlu@nokia.com)
- Ömer Nafi Kurşun [omer.kursun@nokia.com](mailto:omer.kursun@nokia.com)
- Mehmet Şakar [mehmet.sakar@nokia.com](mailto:mehmet.sakar@nokia.com)

## TRAINING HISTORY

*\*\*\*additional training list will be attached if requested*

<b>Description – company/place, year/days</b>	
	<i>SS7 Signaling System 7–Alcatel/Dudullu 1998/15</i>
	<i>System-12 7.1 Exchange training–Alcatel/Dudullu 1998/21</i>
	<i>Ericsson AXE-10 Exchange training–Ericsson/Yenibosna 2001/15</i>
	<i>A-8619 SS7 Protocol Analyzer training–Nortel/Umraniye 2000/5</i>
	<i>System-12 7.4 Exchange training–Alcatel/Dudullu 2003/21</i>
	<i>IBT-300 ISDN Protocol Analyzer training–Turk Telekom/Gayrettepe 2003/3</i>
	<i>HP Unix Basics and Network–Alcatel/Dudullu 2004/3</i>
	<i>CMC Maintenance and Operation Center–Alcatel University/Stuttgart/ Germany 2004/10</i>
	<i>Unimanager&amp;Mediation Device–Alcatel/Lisbon/Portugal 2004/10</i>
	<i>Alcatel MSAN Access Node–Alcatel/Madrid/Spain 2005/10</i>
	<i>Hp-Unix–Alcatel/Dudullu 2005/5</i>
	<i>ZTE NGN CORE Network – Shenzhen/China 2011/21</i>
	<i>ISO 9000-2000 Quality Management System Turk Telekom 1 Region–Gayrettepe 2011/2</i>
	<i>Anahtar Manager Training–Turk Telekom 1 Region–Gayrettepe 2012/3</i>