

# ORKUN BALKAN

## IT Infrastructure Manager | Enterprise Systems & Operations Leader

Kocaeli, Türkiye | 05542459227 | orkunbalkan41@hotmail.com | linkedin.com/in/orkun-balkan | orkunbalkan.com

### PROFESSIONAL SUMMARY

IT leader with 10 years of experience owning enterprise infrastructure end-to-end — Active Directory, Microsoft 365, VMware, and SQL Server — across manufacturing organizations with 1,000+ employees. Directed IT operations supporting 1,900+ end users at 99.8% system availability, and led digital-transformation and process-automation initiatives that cut a 3–4 day manual workflow to 10 seconds. Combines hands-on infrastructure ownership with full-stack development (C#/.NET, SQL Server) to translate business needs into scalable technology solutions. Now targeting IT Manager / Infrastructure Manager roles where I can lead teams, vendors, and technology strategy at scale.

### CORE COMPETENCIES

IT Infrastructure & Operations Management • Systems Administration Leadership • Disaster Recovery & Business Continuity • IT Budget, Vendor & License Management • Cybersecurity & Access Governance • Digital Transformation & Process Automation • Cross-Functional Stakeholder Management • Technical Documentation & Governance

### TECHNICAL SKILLS

**Enterprise Infrastructure:** Active Directory, Windows Server, VMware, Microsoft 365, IIS, DNS/DHCP, VPN, Group Policy

**Operations & Security:** Backup & Disaster Recovery, Authentication/Authorization, IT Asset & License Management, Vendor Management, Technical Documentation

**Development & Integration:** C#, ASP.NET Core / MVC, SQL Server, MongoDB, REST API Integration, Docker, Java, Flutter

### PROFESSIONAL EXPERIENCE

**IT Support Specialist (Infrastructure Lead)** | Anadolu Isuzu | Kocaeli

2023 – 2025

- Owned IT operations for a 1,900-employee, 1,600-end-user manufacturing site, resolving an average of 70 daily support requests while raising user satisfaction 30% and contributing to a 15% company-wide productivity gain.
- Strengthened operational continuity by authoring governance documentation for Active Directory, Microsoft 365, and Windows Server, cutting resolution time 25% and reducing disruptions 15%.
- Increased system uptime 20% by administering enterprise backup, disaster recovery, and VPN infrastructure for 1,600+ end users.

**IT Manager** | ICM Machinery | Kocaeli

2022 – 2023

- Took full ownership of enterprise infrastructure — Active Directory, VMware, VPN, backup, and disaster recovery — for a 400-employee organization, sustaining 99.8% system availability and a 20% gain in network reliability.
- Directed IT procurement, licensing, and asset-management processes, improving operational efficiency 25%.
- Designed and built a C#/ASP.NET Core production-planning application integrated with SQL Server via REST API, cutting a 3–4 day manual process to 10 seconds (99.9% reduction) and lifting operational performance 100%.

**IT Support Specialist** | Gefco Logistics | Kocaeli

2016 – 2021

- Promoted from Reporting Analysis Specialist to IT Support Specialist, managing server backups, virtualization, SQL Server development, and network infrastructure to ensure uninterrupted operations.

**Reporting Analysis Specialist** | Gefco Logistics | Kocaeli

2011 – 2016

- Designed a custom reporting solution that cut customer wait times 40% and raised satisfaction 35%, earning a corporate achievement award.

### EDUCATION

Bachelor's Degree, Business Administration | Anadolu University, Eskişehir | 2011 – 2017

Associate Degree, Mechanical Engineering | Rize University, Rize | 2009 – 2011

### CERTIFICATIONS

Java Development • Android Development • Mobile Development • C# Development • SQL Development • ASP.NET

MVC Web Development • Arduino Programming

### LANGUAGES

Turkish: Native | English: Intermediate



## CONTACT

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## EDUCATION

**ANADOLU UNIVERSITY**  
Faculty of Business Administration  
Bachelor's Degree in Business  
Administration Eskişehir, Turkey | 2011–2017 | GPA: 2.5 / 4.0

**RIZE UNIVERSITY**  
Rize Vocational School of Education  
Associate Degree Higher in Mechanical  
Engineering Rize, Turkey | 2009–2011 |  
GPA: 3.0 / 4.0

## SKILLS

- Programming Languages
- .NET Technologies Mobile
- Development Database
- Technologies Web & Network
- Technologies Tools &
- Platforms
- Identity & Security

## CERTIFICATES

- Android Development
- IOS Development
- C# Development
- SQL Development
- Arduino Programming
- ASP.NET MVC Web
- PLC & HMI Programming

## LANGUAGES

- Turkish
- English



## PROFILE

IT professional with nearly 10 years of experience in IT infrastructure, system administration, network management, and enterprise software development. Experienced in managing corporate IT environments, Microsoft technologies, Active Directory, Microsoft 365, Windows Server, IIS, DNS, DHCP, VMware, VPN, SQL Server, backup, cybersecurity, and IT operations. In addition to infrastructure management, I have developed enterprise software solutions using C#, ASP.NET Core, ASP.NET MVC, SQL Server, MongoDB, Docker, Java, and Flutter to improve business processes and operational efficiency. Experienced in supporting enterprise environments with over 1,600 end users, ensuring business continuity, driving digital transformation initiatives, and delivering reliable, scalable IT solutions. Passionate about continuous learning, leadership, and contributing to international organizations as an IT Manager or IT Infrastructure Manager.



## WORK EXPERIENCE

### ANADOLU ISUZU KOCAELI, TURKIYE IT Support Specialist 2023 - 2025

Provided on-site and remote IT support across a manufacturing environment with approximately 1,900 employees and 1,600 end users. Managed an average of 70 support tickets per day, resolving hardware, software, network, and system-related issues efficiently, resulting in a 30% increase in user satisfaction and contributing directly to a 15% improvement in overall company productivity. Administered Microsoft 365, Active Directory, user accounts, password policies, and enterprise security procedures while installing and configuring hardware, software, operating systems, and business applications. Performed regular backup, data recovery, and disaster recovery operations, reducing potential data loss incidents by 40%. Prepared technical documentation and user guides that improved issue resolution time by 25%. Monitored system performance, proposed infrastructure improvements, and supported Windows Server, VPN, and enterprise IT operations, increasing overall system uptime by 20%. Resolved access policy issues, printer malfunctions, and system errors to ensure uninterrupted IT services while strengthening cross-functional collaboration and reducing IT-related operational disruptions by 15%.

### ICM Machinery KOCAELI, TURKIYE IT Administrator 2022 - 2023

Provided on-site and remote IT support for approximately 300 end users within an organization of 400 employees. Delivered rapid solutions for hardware and software issues involving computers, printers, IP phones, and CCTV systems, resulting in a 35% reduction in downtime. Supported Microsoft 365, Windows Server, and enterprise IT infrastructure operations while managing IT hardware and software procurement, software license compliance, vendor coordination, warranty tracking, and IT asset management, improving operational efficiency by 25%. Developed a custom software solution that reduced a manual 3–4 day production planning process to 10 seconds, achieving 99.9% time savings, strengthening communication between Production and R&D teams, accelerating international order processing, and contributing to a 100% improvement in overall operational performance. Managed IT asset inventory and administered Windows Server, IIS, Active Directory, DNS, DHCP, FTP/SFTP, wired and wireless network infrastructure, VPN, VMware virtualization environments, servers, storage systems, backup, and disaster recovery processes, maintaining 99.8% system availability and increasing overall network reliability by 20%.

### Gefco Logistic KOCAELI, TURKIYE IT Support Specialist 2016 - 2021

Problems of computers and printers. Provides software support. Taking server backups. Access Point setup controls. Inventory removal. Creation of virtual servers. SQL server code writing.

### Gefco Logistic KOCAELI, TURKIYE Reporting Analyzer 2016 - 2021

Arranging reports requested by customers and providing faster responses led to a 40% reduction in customer waiting time. Thanks to the software I developed, I received an award for improving response speed, which increased overall customer satisfaction by 35%.