

## ORKUN BALKAN

Information Technology Specialist

Kocaeli, Türkiye | 0554 245 92 27 | orkunbalkan41@hotmail.com | linkedin.com/in/orkun-balkan | orkunbalkan.com

### PROFESSIONAL SUMMARY

Information Technology specialist with nearly 10 years of experience in technical support, network management, and software development. Since 2013, he has been actively working with C#, SQL, ASP.NET, ASP.NET MVC, ASP.NET Core, MongoDB, Docker, Java, and Android technologies. Focused on delivering efficient solutions, improving system performance, and contributing to innovative projects.

### TECHNICAL SKILLS

**Programming:** C#, Java, SQL, Android

**.NET Technologies:** ASP.NET, ASP.NET MVC, ASP.NET Core

**Databases:** SQL Server, MongoDB

**Infrastructure & Networking:** Active Directory, DNS, DHCP, IIS, FTP/SFTP, VMware Virtualization, CCTV

**Tools & Platforms:** Docker, Arduino, Authentication & Security Systems

### PROFESSIONAL EXPERIENCE

#### IT Support Specialist | Anadolu Isuzu | Kocaeli | 2023 - 2025

- Provided both on-site and remote IT support in a factory environment serving 1,900 employees and 1,600 end users; managed an average of 70 support requests per day.
- Increased user satisfaction by 30% and directly contributed 15% to overall company productivity.
- Performed computer and printer maintenance/repair, system installations, user account management, and enforcement of password policies.
- Reduced potential data loss incidents by 40% through regular backup processes.
- Improved resolution times by 25% and increased system uptime by 20% through technical documentation and user guides.
- Strengthened interdepartmental collaboration, reducing IT-related disruptions by 15%.

#### IT Manager | ICM Makine | Kocaeli | 2022 - 2023

- Provided on-site and remote IT support for 300 end users in a company with approximately 400 employees, achieving a 35% reduction in downtime.
- Developed a custom software tool for the production planning team, reducing a manual process that took 3-4 days to just 10 seconds (99.9% time savings).
- Ensured uninterrupted management of IIS, Active Directory, DNS, DHCP, and FTP/SFTP services, maintaining 99.8% system uptime.
- Managed VMware virtualization environments, servers, storage, and network infrastructure, improving network reliability by 20%.
- Oversaw IT hardware/software procurement, license compliance, and warranty tracking, increasing asset management efficiency by 25%.

#### IT Support Specialist | Gefco Logistics | Kocaeli | 2016 - 2021

- Resolved computer and printer issues, provided software support, and managed server backups.
- Handled access point installation and inspections, inventory management, virtual server creation, and SQL Server code development tasks.

#### Report Analysis Specialist | Gefco Logistics | Kocaeli | 2011 - 2016

- Streamlined customer reporting processes, reducing waiting time by 40% and increasing overall customer satisfaction by 35%.
- Improved response speed through developed software, and this work was recognized with a corporate award.

### EDUCATION

**İşletme Lisans Programı** | Anadolu Üniversitesi, Eskişehir | 2011 – 2017 | GNO: 2.5 / 4.0

**Makine Mühendisliği Ön Lisans** | Rize Üniversitesi | 2009 – 2011 | GNO: 3.0 / 4.0

### CERTIFICATIONS

Java Development, Android Development, Mobile Development, C# Development, SQL Development, Arduino Programming, ASP.NET MVC Web Development

### DILLER

**Turkish:** Native **English:** Intermediate