

ORKUN BALKAN

INFORMATION TECHNOLOGIES

IT Specialist with nearly 10 years of experience in technical support, system administration, network management, and software development. Proficient in C#, SQL, ASP.NET Core, MongoDB, Docker, Java, and Android development. Strong problem-solving and analytical skills with a focus on performance optimization and efficient system design. Passionate about modern software technologies, cloud computing, and mobile applications. Seeking to contribute to innovative and global projects while supporting digital transformation processes.

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 Higher Education
Associate Degree 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

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

LANGUAGES

Turkish
English

PROFESSIONAL EXPERIENCE

ANADOLU ISUZU KOCAELI, TURKIYE

2023 - 2025

IT Support Specialist

I provided both on-site and remote IT support in a factory with approximately 1,900 employees and 1,600 end users. I handled an average of 70 support tickets per day, resolving hardware, software, network, and system-related issues quickly and efficiently, resulting in a 30% increase in user satisfaction and directly contributing to an overall 15% improvement in company productivity. My responsibilities included maintaining and repairing computers and printers, installing and configuring systems and software, managing user accounts, enforcing password policies, and ensuring data security. I minimized the risk of data loss through regular backups, reducing potential data loss incidents by 40%, and successfully carried out data recovery when necessary. To enhance user efficiency, I created technical documentation and user guides, which improved issue resolution time by 25%. I closely monitored system performance and recommended infrastructure improvements that increased system uptime by 20%. By providing fast solutions to access policy issues, printer malfunctions, and system errors, I ensured smooth IT operations and strengthened collaboration between departments, leading to a 15% reduction in cross-department IT disruptions.

ICM Machinery KOCAELI, TURKIYE

2022 - 2023

IT Administrator

I provided on-site and remote IT support to approximately 300 end-users in a company with 400 employees. I delivered rapid solutions for hardware and software issues, handling maintenance and repairs for devices such as computers, printers, IP phones, and CCTV systems, achieving a 35% reduction in downtime. I supported IT hardware and software procurement processes, ensured license compliance, and managed warranty tracking, which improved asset management efficiency by 25%. I developed a custom software tool for the production planning team that reduced a 3-4 day manual workload to just 10 seconds, resulting in a 99.9% decrease in processing time. This software also strengthened communication between production and R&D teams, accelerating overseas order processing, enabling faster machine manufacturing, and ensuring timely product delivery leading to a 100% increase in overall company performance. I managed IT inventory and ensured uninterrupted operation of core server and network services (IIS, Active Directory, DNS, DHCP, FTP/SFTP, etc.), maintaining 99.8% system uptime. I oversaw wired and wireless network infrastructure, data security, virtualization (VMware), server environments, and storage solutions, enhancing network reliability by 20%.

Gefco Logistic KOCAELI, TURKIYE

2016 - 2021

IT Support Specialist

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

Gefco Logistic KOCAELI, TURKIYE

2011 - 2016

Reporting Analyzer

Arranging the 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%.