

Mert GÖZÖREN

Acıbadem Mah. Pomak Sk. 34718 Kadıköy, İstanbul

(0532) 364 3274 – mert@gozoren.com

PERSONAL PROFILE

- Date of Birth : 23.02.1984
- Military Service : Exempt
- Marital Status : Single

PROFESSIONAL SUMMARY

- Microsoft Certified System Engineer with over 10 years of hands on experience in IT field
- Trained Project Management graduate with the skills and knowledges at IT environments
- Team player with the ability to work effectively with a diverse group of stakeholders
- Motivated self-starter, hardworking individual with strong analytical and interpersonal skills
- Ability to comprehend and retain new skills quickly with initiative to learn & develop

PROFESSIONAL EXPERIENCE

Vehbi Koç Vakfı – Sadberk Hanım Müzesi – Meşher Sergi Mekânı **May 2019 - Present**

- Responsible keeping the AD, DNS, DHCP, File Server & Virtual environment up and running for over 30 personal with high availability & high redundancy principle
- Main Contact & purchasing decision maker for entire Meşher buildings technical requirements, Purchase, control and renew agreements for maintenance and technical services
- Assist for Technical decisions and environmental needs for Arter and Sadberk Hanım Museum
- Strong Knowledge of Windows Servers, Hyper-V & Windows Workstations, Office 365 included but not limited to linux, MacOS, IOS, Android Devices & Synology Backup products
- Maintain Dell physical servers, Cisco & HP Switches, Fortinet Firewalls and APC UPS systems
- Build and maintain VLAN infrasutructure at Cisco & HP Switches and Fortinet Firewall systems
- Maintain and control online file & folder systems and local redundancy servers for high availability
- Monitor entire building infrasutructure, local and remote resources, websites (included coding) with PRTG, Zabbix, Grafana, PHP tools and special softwares
- Additionally in charge of VOIP, Telephone (Karel), Security (card access and PIR alarm), PKDS (Meyer), CCTV (Samsung) & Visual exhibition space systems (Sound & Visual)

Westbury National, Toronto, ON

Sept 2018 - Dec 2018

IT Assistant & Technician

- Email & Phone and Direct support for over 200 Workstations & VOIP and Server systems
- Deep Windows 2012 R2, 2008, Office 365, Advance MacOS and Linux Server knowledge
- Troubleshooting hardware, software, connectivity, printing and backup maintenance problems
- Strong Knowledge with Microsoft Office, Web Servers, Monitoring Servers and File Servers
- Installing, configuring and monitoring servers as PRTG, Nagios, Cacti, Opsview, IP Monitor
- Hands on Server, Workstation, Printer, VOIP hardware and software experience
- Formatting and reconfiguring/installing operating systems & additional softwares
- Preparing show systems laptops and MacOS systems, Performing maintenance and upgrades

Westbury National, Toronto, ON

June 2015 - Sept 2018

Lighting and Video Technician

- Part-time IT assistance for supporting the Laptops and MacOS systems that is used for Shows
- Setting up stage, truss and also lighting & video components according to the planned setup
- Assist show technician or lead regarding on equipment problems and troubleshooting issues
- High experience with Avolites consoles, Moderate experience w/ Grand MA2 and Hog consoles
- Experience with Blackmagic Switcher & Christie Projectors and Video Playback Softwares

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Softcom Inc., Toronto, ON

July 2012 - Feb 2015

Technical Support Specialist

- Dns, domain name, shared hosting, email hosting, and virtual private server support
- Identifying, replicating and trying to find acceptable solutions for the customer's problems
- Perform coding and translation in English to Turkish software improvement projects
- Technical Windows & Linux server support with or without control panel
- Basic knowledge about server hardware and network equipments
- Find issues with existing software issues, develop and implement corrective actions
- Improve existing support tools to enrich customer experience with products
- Testing and supporting further development of the technical knowledge and new products

Affirmative Insight Inc., Concord, ON

Aug 2009 – Feb 2010

Microsoft System Administrator - Technician

Volunteer Experience – 6 Months

- Participated successfully in future planning & implementation of new systems for businesses
- Planned, installed and maintained basic network systems
- Controlled and managed servers and workstations for high availability principles
Installed, operated most of the Windows based operation systems & Softwares

EDUCATION

Project Management Post Graduate Certificate

Sept 2010 - Apr 2011

Sheridan College – Oakville, ON

Microsoft Certified System Engineer

Jan 2008 - Sept 2008

Bilge Adam Academy (Microsoft Authorized Training Centre) – Turkey

Bachelor of Mechanical Engineering

Sept 2002 - Jan 2008

Dumlupinar University – Turkey

ADDITIONAL EDUCATION & CERTIFICATES

COURSES ATTENDED

- Bilge Adam System Engineer Gold Certificate (400 Hours)
- Apprenticeship Program (Advanced IT Customer Care Agent)
- Dassault Systems, Catia v5 r12 Certificate (80 Hours)

SEMINARS & WORKSHOPS

- Windows
 - Windows 7, 8.1, 10
 - Windows Server 2003 & 2008 & 2012 & 2016 with Deployment Kits & AIK
- cPanel Base and Technical & Parallels Plesk Automation professional - Linux & Windows
- Linux System Administration (Console & GUI)
- CCNA: Fast Track Seminars
 - Standard Routing Configuration, Telnet, SSH, CDP, File Administration
 - Cisco SDM, NAT and DHCP
 - Routing with Cisco Routers, Static Routing
- Cisco
 - Professional Level Physical Network Cabling
 - Switching: Virtual Lan (Vlan)
 - Switch Security: Port Security
 - Internet Protocol IPv6 & IPv4
 - Cisco Switching & LAN Security

References available upon request.