

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

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 and configuring 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

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

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EDUCATION

Project Management Post Graduate Certificate Sheridan College – Oakville, ON	Sept 2010 - Apr 2011
Microsoft Certified System Engineer Bilge Adam Academy (Microsoft Authorized Training Centre) – Turkey	Jan 2008 - Sept 2008
Bachelor of Mechanical Engineering Dumlupinar University – Turkey	Sept 2002 - Jan 2008

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)
- Occupational Health and Safety Certification (40 Hours)

SEMINARS & WORKSHOPS

- Windows
 - Windows Eight, Seven, 8.1, 10
 - Windows Server 2003 & 2008 & 2012 & 2016 with Deployment Kits & AIK
- cPanel Base and Technical Certification
- Parallels Plesk Automation professional– Linux & Windows
- Linux System Administration
- 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 v6 & v4
 - Cisco Switching & LAN Security

COMPUTER SKILLS

- Windows 2003 & 2008 & 2012 & 2016 Active Directory & Exchange Server Management
- Windows Workstation Operation Systems Management and Troubleshooting
- Linux (Centos and Ubuntu) & Mac OS Deployment and Software Knowledge
- Microsoft Office 2007 & 2010 & 2013 & 2016
- Network, TCP/IP Systems, IPv4, IPv6

ADDITIONAL EDUCATION & CERTIFICATES

WHMIS 2015 for Workers	Jun 2017
Elevated Work Platforms & Scissor Lift & Boom Lift	Apr 2016
Working at Heights	Jan 2016
Standard First-Aid Program	Jan 2016
CPR Program Level A	Jan 2016
Ladder Safety	Nov 2015

References available upon request.