

Ayhan Polat

IT Administrator

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Experienced IT Administrator with over 15 years of experience maintaining and managing handhelds, computer systems, servers, networks, and databases. Skilled in troubleshooting and problem-solving, with a solid ability to work well in a team and communicate effectively with non-technical colleagues.

SKILLS

Handhelds	Hardware	Software	Firmware	Remote Support
Diagnostics	XML	UEM	Inventory	Updates
Pc	Mac	Server Management	Windows	Microsoft Exchange Server
Linux	Hyper-V	vCenter	VMWare	Microsoft SQL Server
Docker	SharePoint	Microsoft 365	MS Teams	Microsoft Remote Desktop Server
Citrix	VNC	VPN	TCP/IP	Apple Remote Desktop
DNS	LAN	VLAN	WLAN	Manageable Switches
MPLS	Wi-Fi	Firewall	UTM	Long Range Radio
AWS	Azure	Fiber Optic	Cluster	Cloud Storage
Routers	Gateway	Controllers	Apache	Cloud Computing
Nginx	IIS	Synology	Fortinet	Shell Scripting
Cisco	Unifi	Aruba	Sophos	Command Line Tools
Troubleshooting	Recovery	Database management	Trend Micro	IT Security
Fix Problem	Repair	ACLs	Group Policy	Active Directory

EXPERIENCE

Service Technician

Compass Group (Canteen), Austin, TX

Nov 2023 - Present

- Conducted the installation and repair of various vending machines, including coffee, beverage, and snack machines. Ensured each device's proper and efficient operation by meticulously following technical guidelines and manufacturer instructions during installation.
- Performed hardware and software updates for kiosk computers used in micro markets. Conducted regular maintenance and necessary repairs to ensure these devices remained operational.
- Executed troubleshooting and repair tasks for faulty coffee, beverage, snack, and kiosk computers. Provided quick and practical solutions to restore the devices to operational status as soon as possible.
- Regularly maintained and repaired refrigerators and freezers and performed routine checks and necessary interventions to ensure optimal performance of the units.
- Regularly cleaned and maintained the machine's filters to ensure hygienic and efficient operation. These practices extended the lifespan of the devices and prevented malfunctions.
- Implemented routine preventative maintenance procedures, adhered to scheduled maintenance programs, and increased operational efficiency by preventing unexpected device failures.

- Optimized my route to achieve the best time management. Selected the most efficient paths between service points and completed work orders on time.
- Meticulously tracked and managed spare parts for devices requiring part replacements, ensuring the fastest completion of work orders and regularly conducting stock checks to minimize supply times.
- Maintained high levels of customer satisfaction by providing quick and practical solutions to customer issues and continuously improved by considering customer feedback.
- Adhered to all safety policies and procedures to create a safe working environment. Comply with occupational safety standards, ensuring my colleagues and my safety.
- Provided on-call support to customers, helping over the phone and, when necessary, providing on-site support to resolve issues promptly.

IT Administrator

ElbiNet Teknoloji A.S. (Remote), Istanbul, Turkey

Jun 2017 - Nov 2023

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- Managed and repaired mobile devices.
 - Performed hardware repairs on handheld terminals, barcode scanners, and label printers.
 - Reduced costs and extended device lifespan.
 - Diagnosed and resolved software issues on devices.
 - Optimized repair processes to increase device availability by 25%.
 - Developed and implemented detailed repair protocols.
 - Established backup and restore procedures.
 - Regularly updated Zebra device software and applied security patches.
 - Created a comprehensive remote maintenance and support system.
 - Delivered remote onsite support services.
 - Planned and executed large-scale software updates and patches.
 - Developed and implemented regular maintenance programs.
 - Extensive knowledge of mobile device management and integration.
 - Developed and managed standard images for mobile devices.
 - Managed 100% of ticket creation processes for support requests.
 - Regularly applied updates for iOS and Android devices.
 - Developed hardware inventory reports.
 - Provided expert assistance in managing and supporting client systems including PC, Mac, Server, and mobile devices.
 - Managed and configured Virtualization systems using Hyper-V, VMware, vCenter, and Docker.
 - Implemented proactive monitoring and maintenance strategies, reducing system downtime by 20%.
 - Optimized and fine-tuned applications, improving response times by 15%.
 - Strengthened network security, resulting in a 30% reduction in security incidents.
 - Designed and implemented efficient backup and recovery processes, reducing data recovery time by 25%.
 - Successfully migrated client systems to cloud platforms (AWS and Azure), reducing infrastructure costs by 30%.
 - Configured load-balancing mechanisms and caching strategies, decreasing page load times by 40%.
 - Managed and optimized complex IT infrastructures.
 - Worked with large-scale software applications such as Active Directory, Microsoft Exchange, and Microsoft 365.
 - Managed databases like Microsoft SQL Server, MySQL Server, and PostgreSQL Server, MongoDB and Redis.
 - Implemented and managed networking technologies, including TCP/IP, VOIP, DNS, VPN, DHCP, LAN, VLAN, SD-WAN, Wi-Fi, Fiber Optic, and Long-range radio.
 - Managed Remote Desktop Services (RDS) configuration and secure access management.
 - Implemented and managed storage and backup solutions such as NAS, SAN, Storage, Cloud Storage, Cluster, and Veeam Backup.
 - Deployed and configured web servers using Internet Information Services (IIS), Apache, Nginx, and NodeJS.
 - Managed security solutions such as Firewalls, UTM, Log servers, Gateways, Manageable switches, and Router configuration.
 - Worked with Fortinet, Sophos, Cisco, Aruba, UniFi, Synology, HP Enterprise (HPE), and Mikrotik.
 - Extensive experience with cloud platforms like AWS, Google Cloud Platform (GCP), and Microsoft Azure.
 - Successfully managed projects to migrate complex IT infrastructures to cloud environments.

IT Specialist

Ceren Ithalat ve Dagitim A.S., Istanbul, Turkey

Jan 2015 - Jun 2017

- Diagnosed system performance issues using tools like Performance Monitor and Task Manager.
- Troubleshoot issues on device-specific problems, network performance, and internet connectivity.
- Handled customer complaints and escalated issues according to procedures.
- Configured and tested new hardware and software.
- Maintained accurate documentation of all IT-related incidents for future reference.
- Investigated root causes of reported faults using diagnostic utilities like Event Viewer or Sysinternals Suite.
- Analyzed system logs and identified potential issues with computers and networks.
- Prioritized workload to maximize customer satisfaction and efficiency.
- Conducted training sessions for end users on using new software or hardware components.
- Provided hands-on support for IT project implementations.
- Installed operating systems and applications such as Microsoft Office products.
- Troubleshoot networking issues such as IP addressing conflicts and DNS server settings.
- Managed inventory of IT assets such as desktops, laptops, and peripherals.
- Performed regular maintenance tasks such as virus scans, disk cleanups, patch installations, and backups.
- Configured and maintained computers, including PCs, laptops, printers, mobile devices, and network equipment.
- Set up Active Directory and Exchange accounts for new users and groups.
- Created user accounts, managed passwords, and implemented access control policies.
- Developed scripts for automating routine IT tasks such as software deployments or patching processes.
- Collaborated closely with vendors to ensure timely delivery of required products and services.

Computer Teacher

Turkiye ISKUR, Kahramanmaras, Turkey

Jun 2013 - Jan 2015

- Improved student performance with tailored plans.
- Fostered student collaboration through group projects.
- Enhanced learning with educational games.
- Maintained parent relationships, providing progress updates.
- Organized computer-focused field trips for hands-on learning.

Startup Founder

Elbistan Bilisim, Kahramanmaras, Turkey

Oct 2009 - Jun 2013

- Managed product development from concept to launch.
- Communicated effectively with customers, offering technical advice.
- Conducted maintenance and component replacements for system optimization.
- Installed, configured, and maintained computer systems and networks.
- Ensured data backup and recovery best practices.
- Developed custom scripts for task automation.
- Assisted with server tasks as needed.
- Gained expertise in Windows, MS Office, networking, VPNs, and system admin.

IT Specialist

SEAS Organization LTD, Istanbul, Turkey

Jan 2008 - Oct 2009

- Provided technical guidance to junior staff members on various aspects of IT operations.

- Created user accounts, managed passwords, set up file-sharing permissions, and monitored user activity.
- Monitored server performance metrics such as disk space, CPU, and memory utilization.
- Maintained high availability services like DNS, DHCP, and Active Directory Services.
- Tested new products before deploying them into production by running stress tests against them.
- Performed troubleshooting of hardware and software issues related to LAN and WAN operations.
- Assisted with installing new equipment, including routers, switches, and servers.
- Provided technical support to internal and external customers via phone, email, and remote access tools.
- Updated antivirus definitions regularly on all workstations to protect against malicious attacks.
- Installed, configured, and maintained various software applications on Windows systems.
- Resolved complex problems with networking protocols such as TCP, IP, and Ethernet technologies.
- Configured firewalls to secure corporate networks from external threats.

EDUCATION

Associate degree in Computer Sciences

Kahramanmaraş University, Kahramanmaras, Turkey