

BATUHAN GÜLEÇ

Information Technology Specialist

Antalya / Türkiye

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With hands-on experience in IT infrastructure, end-user support, and field operations, my focus is on maintaining uninterrupted business continuity through quick problem-solving and strong technical expertise. Dedicated to advancing in system administration, network security, and IT processes to further develop my career.

SKILLS

- End-User Support
- Field Service Support
- Technical Support
- Peripheral Installation
- IT System Monitoring
- Ticket Tracking (SLA)
- Active Directory
- Jira
- Web Development (PHP, JS)
- Test Automation (Cypress, Jenkins CI/CD)
- Manuel Testing Processes

PROFESSIONAL EXPERIENCE

Gözen Security

Security Technologies System Support Specialist

Antalya, Türkiye

March 2026 – Present

- Providing IT support to user and operations teams within Gözen Security, Gözen Air Service, and Freebird Airlines,
- Providing end-user support in the installation, configuration, maintenance, and troubleshooting of desktop and laptop systems,
- Performing the installation, configuration, and maintenance of computers, network components (switches, routers, etc.), printers, and other IT equipment,
- Providing on-site support and rapid response to technical problems at Antalya Airport,
- Tracking and managing the inventory of IT hardware and equipment across companies,
- Providing technical support related to user accounts, access permissions, and corporate IT systems.

DHL eCommerce Türkiye

Regional Information Technologies Senior Specialist

Antalya, Türkiye

October 2024 – December 2025

- End-user support for installation, configuration and troubleshooting of desktop systems,
- Installation and maintenance of computers, network components (switches, routers), printers and other IT equipment,
- On-site support and intervention for technical issues in the field,
- Remote support for approximately 500 devices,
- IT inventory management across the organization (80 branches, transfer centers and regional directorate),
- Network performance monitoring and issue detection using PRTG Network Monitor.

ECC TUR & ECC MICE

Web Development Senior Specialist

Antalya, Türkiye

August 2022 – October 2024

- PHP Web development services were provided using PHP (Laravel), JavaScript and WordPress. (+100 Websites)
- Search engine optimization (SEO) efforts were implemented to improve the search presence of websites.
- Test automation processes for websites were developed using Cypress, aligned with the CI/CD process
- Hotel reservation software development and MySql database management were performed.
- IT inventory installations provided.

RMOS Yazılım

Web Development Intern

Antalya, TürkiyeJune 2022 – *July 2022*

- A proposal form project was developed that can be actively used within the company. Designed used C# programming language ASP.NET MVC5. Database connection was established using the Dapper ORM structure.

Web Development Intern

July 2021 – *August 2021*

- Windows Windows form stock tracking application is being developed with C# programming language. DevExpress toolbox and ADO.NET are used.

EDUCATION

Antalya Bilim University – Computer Engineering (English)

2017 - 2022

Antalya Anadolu High School

2013 - 2017

CERTIFICATES

- Cisco Network Academy: Computer Hardware Basics, Network Basics
- Turkcell: Basic Network Education
- TechCareer: QA Mastery Bootcamp, Github Education, BTK Akademi: API and API Test