

# 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 (PRTG)
- Ticket Tracking and Support (SLA)
- Web Development (PHP, JS)
- Test Automation (Cypress, Jenkins CI/CD)
- Manuel Testing Processes

## PROFESSIONAL EXPERIENCE

### **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, Türkiye**

*June 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