

ERSIN OZBUCAK

IT System Support Specialist

Istanbul, Türkiye | +90 506 291 64 99
ersinozbucak@gmail.com
linkedin.com/in/o2bucak |
credly.com/users/o2bucak



PROFILE

IT Systems & Infrastructure Specialist with over 15 years of hands-on experience in IT operations, system administration, and technical support across ISP, healthcare, and corporate environments. Experienced in supporting enterprise Windows Server infrastructures, Active Directory, Citrix VDI, endpoint management, and network-related operations. Familiar with virtualization, Linux-based systems, open-source infrastructure technologies, and security solutions through professional responsibilities, technical training, and hands-on POC and lab environments. Strong background in troubleshooting, infrastructure operations, technical coordination, and maintaining reliable IT services in demanding environments..

TECHNICAL SKILLS

Core Systems & Identity

Windows Server (2012–2022), Active Directory, Group Policy, DNS, DHCP, Microsoft Exchange Server, File & Print Services

Endpoint & VDI Management

Microsoft SCCM, ManageEngine Endpoint Central, OS Deployment, Patch Management, Citrix XenApp/XenDesktop

Virtualization & Storage

VMware vSphere, Proxmox VE, Virtual Machine Administration, Infrastructure POC Environments

Networking & Security – Technical Knowledge

OPNsense, Fortinet, VLAN, VPN, Switch Configuration, Network Access Control, TCP/IP

Linux & Open Source – Technical Knowledge

Linux (Ubuntu, Fedora, RHEL), Docker, PostgreSQL, Nextcloud, Open-Source Infrastructure

Automation & Scripting – Learning

PowerShell, Bash

PROFESSIONAL EXPERIENCE

BilgeAdam Technology | On-site Consultant – EGM IT System Support Specialist

May 2022 – Present

- Performed day-to-day IT infrastructure and system support operations in an enterprise environment.
- Supported endpoint management processes using Microsoft SCCM and ManageEngine Endpoint Central, including OS deployment and patch management activities.
- Supported Citrix VDI/XenApp environments and managed secure VPN user access as part of daily IT operations.
- Assisted with Network Access Control (NAC) processes and switch configuration activities in accordance with SEDDK information security requirements.
- Built and tested Proxmox POC environments to evaluate virtualization, cluster, and storage configurations.
- Installed and operated Docker, PostgreSQL, Nextcloud, and Zabbix environments for POC and monitoring purposes.
- Participated in server relocation and backup activities during core datacenter operations.

Memorial Ataşehir Hastanesi | IT System Support Specialist / IT Site Coordinator

October 2016 – April 2022

- Maintained day-to-day IT operations and service continuity in a 500+ user hospital environment across two buildings, serving as the sole on-site IT System Specialist during high-demand periods.
- Administered and supported daily operations of Windows Server services, including Active Directory, Group Policy, DNS, DHCP, File Server, and Print Server.
- Supported Microsoft Exchange Server operations as part of the organization's messaging infrastructure.
- Supported network and system infrastructure for Hospital Information Systems (HIS) and biomedical devices.
- Configured and maintained network connectivity for biomedical devices and HIS integrations using RS232, Ethernet, and USB interfaces, including relevant VLAN configurations.
- Coordinated technical maintenance and troubleshooting activities with external vendors for CCTV and access control systems.

Can Elektronik | IT System Support Specialist

April 2014 – October 2016

- Provided technical field support and hardware deployment for retail automation environments, including POS systems, barcode printers, and handheld terminals.
- Configured and tested VPN connections and remote access links to support branch-to-headquarters connectivity.
- Troubleshot and maintained proprietary retail software environments during customer-site deployments.

- Performed on-site troubleshooting and technical support for hardware, software, and connectivity-related issues.

Artinet İletişim | IT System Support Specialist

2011 – 2012

- Provided field support for internet infrastructure deployments using Fiber and BPL (Broadband over Power Lines) technologies in Konya.
- Configured and verified end-user network parameters, including gateway settings, modem configuration, static IP addresses, and DNS/DHCP settings.
- Assisted with the physical installation and troubleshooting of network switches and secure gateways during regional infrastructure rollout projects.

Fibernet (Turkcell Superonline) | Technical Support Specialist

2009 – 2011

- Performed physical fiber internet installations and on-site deployment activities during the early stages of Türkiye's nationwide fiber network rollout.
- Configured and deployed customer-side modems and basic Ethernet routing infrastructure, including local port forwarding and network connectivity settings.
- Troubleshot customer-side connectivity, cabling, and hardware communication issues.

EDUCATION & CERTIFICATIONS

Associate Degree: Electrical Program, Ordu University (2006–2009).

Key Certifications:

- AZ-900: Microsoft Azure Fundamentals — Microsoft
- Fortinet Certified Associate & FortiGate 7.4 Operator — Fortinet
- Network Technician Career Path & Network Support and Security — Cisco Networking Academy
- Linux System Administration I (30 Hours) — BilgeAdam
- Automating Administration with Windows PowerShell (30 Hours) — BilgeAdam
- Administering Microsoft Exchange Server 2019 (30 Hours) — BilgeAdam
- Microsoft SCCM (MS 20703): Administering System Center Configuration Manager — BilgeAdam
- ManageEngine Unified Endpoint Management — ManageEngine

PERSONAL PROJECTS & LABS

Home Lab & Infrastructure

- Maintain a personal infrastructure lab on Dell hardware using Proxmox VE for virtualization and Docker-based services.
- Build and test open-source infrastructure components in POC and lab environments to gain hands-on experience with Linux, networking, identity, security, and infrastructure services.

- Experiment with infrastructure architecture, virtualization, storage, and service deployment as part of ongoing technical development.

AI-Assisted Web Projects

- Develop hobby web applications and subprojects under ozbucak.com.tr using AI-assisted coding tools to explore modern web architecture and application concepts.

ADDITIONAL INFORMATION

English: B2 – Technical Reading and Writing

Military Service: Completed

Driving License: Class B

Travel: No restrictions