

SERCAN ÖZER

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I am an IT professional focused on systems and network technologies, with experience in Microsoft 365 and Active Directory environments. I have been actively involved in user management, system operations, and endpoint security. I aim to further develop my skills in IT System Administration or networking and continue my career in an international environment.

Skills

System & Microsoft 365: Microsoft 365 (Admin, Exchange, OneDrive), Active Directory, Entra ID

Networking: TCP/IP, DHCP, DNS, VLAN, LAN, VPN, Cisco (basic)

Servers & Virtualization: Windows Server, VMware, Hyper-V, VirtualBox

IT Support: Helpdesk, Troubleshooting, Ticket systems, Xcitium, GLPI, Remote support / incident handling

OS: Windows (advanced), Linux (basic), macOS (basic)

Languages: English (Upper-Intermediate) , German (Beginner)

Experience

OCT 2025 - PRESENT

Assistant System Specialist /Doğuş University, Ümraniye, Istanbul

- User management, licensing, authorization, and OneDrive administration via Microsoft 365 Admin Center
- User and group management in Microsoft Entra ID (Azure AD) and on-prem Active Directory environments
- Supporting IT operations for approximately 15,000 users across the institution
- Active participation in network migration from Juniper and 3Com infrastructure to Fortinet switch environment
- Analysis and resolution of network issues related to VLAN, DHCP, and IP configuration
- Deployment and centralized management of **Xcitium** endpoint security solution on approximately 1,000 devices

DEC 2023 - FEB 2024

IT Assistant Specialist / Ümraniye Municipality, Ümraniye, Istanbul

- Handling and resolving an average of 150+ monthly user support requests (hardware, software, and network issues)
- Achieving a 95% resolution rate for user tickets and escalating complex issues to higher-level IT teams when required
- Providing fast response to hardware, software, and network-related issues to minimize system downtime
- Delivering first-level (L1) technical support to end users and supporting daily IT operational processes

OCT 2013 - AUG 2014

IT Helpdesk Intern / DemirDöküm, Çekmeköy, Istanbul

- Provided fast support for hardware and infrastructure issues, including network connectivity, printers, IP cameras, and IP phone systems

- Performed installation, updates, and troubleshooting of Windows operating systems and Microsoft Office applications
- Handled user support requests as a helpdesk intern and resolved basic network issues (IP configuration, DHCP, etc.)

Education

2019 – 2024 | B.Sc. in Electronics and Communication Engineering | Doğuş University, Istanbul | GPA: 2.92 / 4.00

2014 – 2016 | A.S. in Electronics and Communication Technology | Istanbul University, Istanbul | GPA: 2.71 / 4.00

Publications

[Design of Wideband Metasurface Structure with the Aid of Bottom-Up Optimization](#) (2024)

-S. Ozer, L. Kouhalvandi, L. Matekovits and M. Alibakhshikenari, "Design of Wideband Metasurface Structure with the Aid of BottomUp Optimization" 2024 International Conference on Electromagnetics in Advanced Applications (ICEAA), Lisbon, Portugal, 2024, pp. 316-319, doi: 10.1109/ICEAA61917.2024.10701815.