

BUSINESS EXPERIENCE**02.2010-Present**

*Network & Systems
Integration Engineer*

SNAPSHOT

Reported to: Team L.
Company: One of largest vendor of a diverse range of Telecommunication - Network products to the corporate market with 23.000 engineers

Alcatel-Lucent Istanbul, Turkey & Antwerp, Belgium

- Analyze to help identifying Alcatel-Lucent (ALU) product/service problems & propose solutions on IPTV projects
- Provided comprehensive technical reports on ALU IPTV-IMS services and share as internal groups to discuss opportunities for developing new solutions to our clients.
- Planning, execution & analysis of Test Cases regarding to security aspects of different solutions
- Performing comprehensive security assessments of current network topologies to identify vulnerabilities & driving for corrective actions
- Evaluating alternative solutions/migrations for possible risk and threats on all ALU IPTC department projects

11.2008-04.2009

*Pre-Sales/Marketing
Specialist*

SNAPSHOT

Reported to: Director
Company: Start-up project of a leading worldwide provider of affordable & reliable hosting services with over 50,000 web hosting customers in over 170 countries.

Summary: Targeted new businesses in SMEs & Enterprise companies across all commercial verticals, with a full spectrum of mobile technology offerings.

Mail2Web International AG**Istanbul, Turkey**

Hosting & Mobile Solution start-up business into a flourishing company in Turkey Market (with International distributor) employing fourteen staff. Gaining distinction for rapid order turnaround and good service that surpassed larger competitors. From just 2 customer, grew customer base to 14 regular customers.(e.g. Başak Groupama, Fenerbahçe SK)

- Developing company products/services for Hosted Exchange - SharePoint solution in order to decrease IT costs and increase work efficiency
- Collaboration with clients and other external sources as a corporate representative for company products & services
- Developed and launched creative marketing strategy for company services and share with Partners, Business groups to expand business, opportunities.
- Provided comprehensive reports on market research and developing strategies & new projects
- Researched competitor companies for Marketing department

* Due to economic climate in 2008-9, Mail2Web Int. Management Board has cancelled all of Turkey projects until 2010. Company is in progress now and known as Daha.net

06.2008-11.2008

*1st Level Support
Specialist*

SNAPSHOT

Reported to: Sup. Mn.
Company: Supplier, carrier in T1, telecom, services & solutions, arena.

Verscom Solutions International**Istanbul, Turkey**

- 1st level customer support at International level
- Troubleshooting of Network problems
- Follow-up with customers and other departments until issue resolution from an online ticketing system
- Receiving all ticket feedbacks from customers, evaluating and ticketing all issues as 1st Level Support Specialist for internal and external customers

EDUCATION**University**

09.2003 - 05.2008

High School**T.C. Kadir Has University**

Computer Engineering

Kabataş Erkek Lisesi**Istanbul, Turkey****Istanbul, Turkey****CERTIFICATIONS & SKILLS**

CCNP - Cisco Certified Networking Professional

CCNA - Cisco Certified Networking Associate

ASIN - Alcatel-Lucent Scalable IP Networks

CSCO11462984

CSCO11462984

SR6502014

08.2009

10.2008

05.2010

*Now, studying on Cisco CCIP and Alcatel-Lucent NRS Certifications

**Planning to study on PMP Certification at the last quarter of 2011

Networking Skills

- Know-How on configuration of Cisco Routers & Switches (OSPF, BGP, EIGRP, IS-IS)
- Experienced on Routing & Switching Cisco & Alcatel-Lucent devices

Program Based Skills

- UNIX (Linux, RedHat-CentOS, Ubuntu)
- Nessus, CISCAT, Nmap, Codenomicon Defensics, Wireshark
- Microsoft Office (Project-Visio-SharePoint) Adobe Photoshop - Flash

**PERSONAL**

Mob.2 | +90 532 620 6949

Year of Birth : 1984

Military Service:

Completed - 18.01.2010

* I'm planning to attend Bahçeşehir University eMBA program.

Freelance Projects

2000 - 2007

I've worked as a freelancer Webdesigner / Webmaster for my own company. Very briefly, I've designed websites and prepared Introduction CDs for small-business companies to introduce them with the Internet & World Wide Web.

My Projects

- selcen.com (2007)
- tugrabakir.com.tr (2007)
- yamanjeep.com (2006)
- sariogullaricam.com (2006)
- khas.edu.tr (2006-7)
- bts.khas.edu.tr (2006-7)
- izteks.net (2005)
- sozer.com (2004)
- prenuans.com (2000)

School Projects

- Web-Based Poll Share Service
Dr. Ceyhan ŞAHİN
- Online Election System
Prof.Dr. Tuncay SAYDAM
- Karnimac.com
Prof.Dr. Yılmaz TAPTIK

Visit me on my Blog
<http://serhat-sine.com/blog>