



FURKAN SERTDEMIR

IT Engineer



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Driving License

PROFILE

Dynamic IT Engineer with expertise in IT infrastructure management, virtualization, and deployment of tailored technological solutions to meet business needs.

Proven experience in technical support, IT project management, and continuous improvement of information systems.

Passionate about innovation and problem-solving, with a proactive and solution-oriented approach.

EDUCATION

Bachelor's in IT Systems Engineering

University of Technology of Belfort-Montbéliard (UTBM), FRANCE

September 2021 – August 2024

Associate's Degree in Networks and Telecommunications (DUT)

IUT Belfort-Montbéliard, FRANCE

September 2019 – August 2021

TECHNICAL SKILLS

- Operating Systems:** Windows Server (2019, 2022), Windows 10/11, Linux (Debian, Ubuntu).
- Networking:** Cisco (routers and switches), Wi-Fi, VLAN, DHCP, DNS.
- Virtualization:** Proxmox, VMware ESXi, Hyper-V.
- Monitoring Tools:** CheckMK, Zabbix.
- IT Security:** Active Directory, NTFS permissions, Veeam Backup.
- Programming Languages:** Shell scripting, HTML, CSS.
- Technical Support Tools:** ServiceNow (ticketing and incident resolution).
- Collaboration Tools:** Confluence, Microsoft Teams, Office 365, SharePoint.

LANGUAGES

- French:** Native.
- English:** B2.
- Turkish:** Native.
- German:** A2.

PROFESSIONAL EXPERIENCE

IT Engineer (Apprentice)

September 2021–August 2024

FORVIA FAURECIA SEATING, 25490 Allenjoie (FRANCE)

IT Solutions Deployment :

- Set up network infrastructures for smart factories (Industry 4.0).
- Configured and optimized VLANs and Cisco switches for production lines.

Incident Management :

- Provided Level 1 and 2 IT support (networks, servers)
- Coordinated complex incident resolution with local and remote teams.

Proactive Maintenance and Monitoring :

- Monitored networks using CheckMK and Zabbix.
- Analyzed network performance and applied necessary fixes.

IT Project Management :

- Planned and executed network modernization projects.

IT Engineer (Intern)

May 2024–August 2024

AFG SA, 1630 Bulle (SWITZERLAND)

IT Security :

- Strengthened access rights and managed permissions using Active Directory.

Knowledge Management :

- Configured and deployed Confluence to centralize internal documentation and trained teams on its usage.

Founder & Web Developer

September 2022–Present

SF Tech (FRANCE)

- Digital transformation of businesses through cloud solutions and online strategies.
- Developed customized websites and mobile applications.

IT Technician (Intern)

March 2021–May 2021

EIFFAGE ÉNERGIE SYSTÈMES, 90800 Bavilliers (FRANCE)

- Maintained network equipment (switches, routers).
- Configured and deployed IP surveillance camera systems.

SIGNIFICANT PROJECTS

Deployment of a Complete Wi-Fi Infrastructure at Forvia:

- Installed 72 Wi-Fi access points, managed physical installation, IP address assignment, and network configuration. Coordinated with technical teams to ensure optimal coverage and connectivity.

Device Configuration in CheckMK:

- Configured network equipment in CheckMK for continuous monitoring. Created personalized dashboards for real-time performance and status visualization.

UPS Installation for Infrastructure Security:

- Installed and configured UPS systems to ensure stable and continuous power supply for critical equipment.