

Türkiye/izmir

+90 553 256 73 19

bilgehan.ercan@gmail.com

Education

MSc. Management Engineering

Marmara University
2022 – 2024

Electrical Electronics Engineering

Yaşar University
2016 – 2021

Expertise

- **Leadership** (Leading on-site teams during commissioning, maintenance, and troubleshooting activities.)
- **Field Service** (Commissioning, maintenance, end-user training)
- **Technical Support** (Remote & on-site troubleshooting, monitoring, reporting)
- **IT** (Windows, Network, Hardware...)
- **MS Office** (Admin Panel, Office Apps)
- **SQL** (Oracle SQL & PL/SQL)
- **English** (C1 - Very Good command),
- **German** (B1- Conversational)

References

- **Fethi Işıksal** / Switch International
After Sales Manager (+90 533 577 05 82)
(Currently Operations Manager in Kutas Group)
- **Çetin Demirel** / Spartakus Yazılım
General Manager (+90 506 586 95 03)
- **Eren Gökdağ** / SGM Elektrik
Engineer&Owner (+90 532 385 48 68)

Additional Information

- Valid U.S. visa until 2033.
- B-class driver's license.
- Completed military service.

WORK EXPERIENCE

Field Service Engineer

Switch International (www.switchbowling.com)
2022-

- Delivered 24/7 remote technical support to customers worldwide and provided on-site field service, applying strong analytical skills and engineering knowledge.
- Gained extensive experience in commissioning, testing, customer consultation, ensuring HSE compliance, and delivering end-user training for complex systems.
- Applied expertise in motors, drivers and electrical & electronic hardware to actively contribute to the development, assembly, troubleshooting, and measurements of these systems.
- Led and guided technicians both on-site and remotely, managing field teams to ensure efficient operations, high-quality service delivery, and effective training.
- Utilized Microsoft Office tools and technical skills to monitor, report, and optimize field operations.
- Provided field service in over 15 countries across 4 continents, consistently adapting to demanding schedules, extensive travel requirements.

Technical Support Engineer

Spartakus Yazılım & Danışmanlık (www.spartakus.com.tr)
2021-2022

In my role, I was responsible for providing end-to-end service and technical support to ERP users. This included the installation, commissioning, and configuration of hardware such as data centers, Windows and Linux servers, and client computers. I also provided software support for Microsoft Office and resolved various technical issues. Additionally, I delivered customer training sessions and offered ongoing technical support, troubleshooting problems remotely via Windows and other tools, as well as traveling to customer sites for on-site assistance and hardware maintenance.

Electrical Electronic Engineer

SGM Electric (<https://www.sgmelektrik.com.tr>)
2018-2021(Internships during summer holidays)

While studying at university, I gained practical experience as an engineering intern during summer breaks. My responsibilities primarily involved field work, including the installation of solar panels and generators, as well as providing maintenance and technical support services.