

# Bilgehan Ercan

Electrical Electronic Engineer



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## EXPERTISE

**Technical Support** (Zendesk, End user support via remote connection, good communication.)

**IT** (Network devices, computer hardware, VPN, servers...)

**Windows** (Domain and workgroup, Windows7-11, reset and restore options...)

**SQL** (PL/SQL, Oracle and Microsoft SQL development)

**English** C1 (Advanced in listening, speaking, reading and writing)

**German** B2 (Intermediate knowledge of German)

## Education

### Marmara University

MSc. Management Engineering  
2022 -

### Yaşar University

Electrical Electronics Engineering  
2016 - 2021

### Takev

High School  
2012 - 2016

I have been working as an electrical and electronics engineer for more than 2 years, I am experienced in technical support, troubleshooting, on-site service, training and installation. I consider myself to be someone who learns and adapts quick and constantly develop.

## WORK EXPERIENCE

**Electrical Electronic Engineer & IT Manager**  
Switch International Bowling Equipment's  
([www.switchbowling.com](http://www.switchbowling.com))  
**2022-**

I am responsible for the development, production and installation of the Scoring system in the Bowling Alleys. I provide on-site installation, customer training and remote technical support. I have been to many countries for installation, training and services such as USA, South Korea, Ireland, Saudi Arabia, Singapore, Serbia, South Africa...

I am also the IT manager within the company. I am responsible for the network system and devices in the factory. I am experienced about Microsoft 365 Office, Windows, computer hardware, IP phones, and printers. I provide support and training to my colleagues on these issues.

**Technical Support Engineer & SQL Developer**  
Spartakus Software ([www.spartakus.com.tr](http://www.spartakus.com.tr))  
**2021-2022**

Technical Support, SQL and PL/SQL development.  
I worked on software development and technical support for 6 months in this company that sells and supports ERP software.

**Electrical Electronic Engineer Intern**  
SGM Electric (<https://www.sgmelektrik.com.tr>)  
**2018-2021**

While I was studying at university, I worked here as an engineer intern during the summer holidays. I generally worked in the field, Distribution board design and installation, solar panel and generator installation.

## REFERENCES

Çetin Demirel / Spartakus Yazılım / General Manager (+90 506 586 95 03)  
Eren Gökdağ / SGM Elektrik / CEO&Owner (+90 532 385 48 68)