

CAN OTUR

23.03.1987, Married

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PROFESSIONAL INFORMATIONS

Experience

- **Solution Expert (Vodafone) – July 2017 – Still**

Job Description: Managing projects of Fixed CRM System - Emptor, WebOrder, JetFatura, Mind, Service Desk, DTS, Ergonomix, VERAZ

- **Software Specialist (GCM Forex) July 2016 – July 2017**

Job Description: Developing in house solutions. Managing projects of CRM System which have been developed by a consultant company. MetaQuotes(MetaTrader4), MySql, MsSql, .Net C#, MySql, MsSql, Microsoft Dynamics CRM

- **Software Engineer (Ericsson) April 2014 – July 2016**

Job Description: Analyze and implementation for new request, design and development for change request and support for bugs for CRM System which belongs to Vodafone.Net. - Emptor Telco, Tigris, MsSql, WCF, .Net Asp, JQuery, Javascript, Ajax

- **Software Developer (Aksis Bilgisayar Hizmetleri ve Danışmanlık A.Ş.) - August 2011 – April 2014**

Company Description: Solution producing in line to customer needs/wants by FileNet which one of the best DMS and Adobe LiveCycle, Zetafax, TIS, Kofax.

Job Description:

- Managing a new project from begin to end until delivery to customer
- Developing and managing to Personel Work Staff WebSite
- Developing and managing to Company WebSite
- Managing support system
- Preparing and sending newsletter to connections of company in montly - Publisher
- Preparing to the weekly meeting report document containing projects, educational and employee informations in weekly

- **Software Intern (NETAŞ / YASED) – During July of 2010**

Project Description: To provide internship opportunities for students which are studying in East universities, in İstanbul.

Intern Description:

Working on Control and Tracking Server Leasing Project with using HTML and PHP at Linux.

Projects

- **Vodafone**

Biometric Signature: Transforming to digital documents

Auto-Recommitment: Taking temporary precaution for customers whose commitment is about to end

Large Corps Reservation Screen: Managing Reservations of Allocation process on CRM system

Fixed Device Installments Counts: Managed by updating Expire Date.

Turning Off Incoming Calls for Suspended Customers: Especially we want that Corporate customers to notice that their service is suspended by turning off outgoing and incoming calls.

Port Out Improvement: Fixed job which is getting timeout sometimes, adding E-mail and SMS some important points, managing Port Out time

CLA Upgrade: Updating the limit calculation that control all accounts' devices unpaid amount too.

Improvement Process Of Customers Who Don't Pay: Fixed very complicated process of customers who is suspended or disconnection

FTTH Heatmap: Getting a heatmap of internet services of Turkey

Large Corp - Cloud PBX: Analysis of all existing manual processes and automation of all processes from end to end by providing integration with all systems as much as possible.

Resume Fee: Charging penalty to customers which have got to unpaid bills and suspended because of that

ADSL&THK Associated Operation: Integrating with TTNET in order to provide direct service for customers who want to get zero internet service

Large Corps - Allocation and Transportation: Analysis of all existing manual processes and automation of all processes from end to end by providing integration with all systems as much as possible

Voice Provisioning: Moving the Voice Provisioning Integration from the Billing System to the CRM System and improving it

Jet Fatura Performance: Performans tuning on billing page on Jet Fatura System

- **GCM Forex**

Calendar and Notes: Improving using of calendar and notes screen

Improving of Sales Process: Improving process by using product ability.

Doing Regulatory Requests: Developing projects of which asked by SPK. Projects: Reconciliation, Eligibility Test, Online Contract, Mandatory Test Process, Password Process, Mobile Phone Process, Making Mandatory Information.

Adding New Process – VIOP : Developing new process after regulation was changed

MetaLog Project: Getting with parsing all logs to one system and analyzing

Authorization Report: Comparing information of authorizations

Web, Windows and Webservice Projects: Developing some inhouse projects

- **Ericsson**

Corporate Customer's Service Desk Integration Project: creating and managing customer's informations on service desk.

View Screen for Customer's Sms and Emails: Designed a screen for display of which were sent sms messages and emails to customers. SMS messages are sent via Odc System. That's because sms messages getting from Web Service of Odc System. Emails getting from the Emptor Database.

OneNet Project: process to be directed to the mobile phone number from a fixed phone number. In this project, there are 3 system integration point; Maximo(Siebel), SoftSwitch, Ergonomix.

Document Management System Integration Project: managing of customer's document on *DMS of KodA company which name is Duman Project*. There is and SSO integration with Vodafone for access to customer's documents on DMS.

Managing the Device Label Project: Customer's modems are sent to customer via MNG Cargo. This project scope is managing of these modems' labeling process.

Cloud Product Sales Project: a project to integrate a CRM system is designed to be sold to HP's products (Windows, Office, Norton etc.).

Creating Flow Property To Emptor: Current properties are Product Properties which are keeping on Products. But we have to necessary simple properties which will be alive just while a flow living. We were created Product Property for this requests. But now we are using Flow Property for this and this properties just creating when they are using first. So system relaxed with this project and database cost fell about 15 percent.

Improvement on Product Properties: The oldest, properties were created when order started. So many properties does not using some orders. But after this project, properties will be creating when they are using first. So system relaxed with this project too and database cost fell about 30 percent.

- **Aksis Bilgisayar**

DMS Application – KKTCELL: Managing customer's contract documents with dealers at Online Network

e-Defter Project – TuvTürk : Archiving Revenue Administration's documents which are names and folder names have got a fixed format

Generating of Consumer Loans Form – Odeabank : Generating customer's consumer loans documents by pdf format which is getting information by xml format which gets from a dealer web service

Eflow Upgrade – Akbank : Upgrading to new version, bug&fixing and some adding new features such as skills of reading ICR, OCR and Barcode to TiS which program is scanning, indexing and sending credit card's documents to DMS. Also I added a security entry window with LDAP integration and added all important information to DB for log&security

Dealership Contracts – Avea : Managing dealer's documents at digital system

DMS Integration Project – Koç Fiat Kredi: Managing customer's credit documents at online with Click-Ones application which is integrated with a WebServis and creating this WebServis which is integrated the customer's existing CRM system for this solution and DMS

DvdImport Project – Avea : Archiving customer's documents which are getting from DVD or harddisk includes these document's scanned and indexed format by third party firm to DMS

E-Mail Monitoring Service – Aksis: Archiving in-house forms which gets from email which is in specific fixed subject format to DMS

Staff Work Schedule - Aksis: Developing a website which manages company projects and personel informations.

- **Karadeniz Technical University**

Control and Tracking Server Leasing, PHP, Linux, MySQL (NETAŞ)

Survey and Field Research Project, SPSS (Forum Trabzon)

Statistic Package Program Project, C# (Tez)

Order-Inventory Project, Matlab (Colloquium Project)

EDUCATION INFORMATIONS

2006-2010	Statistics and Computer Science , Karadeniz Technical University
2001-2005	Perşembe Foreign Language Intensive High School , Perşembe/Ordu

SKILLS AND ABILITIES

Computer

<i>Software Technologies</i>	: .Net, C#, MSSQL, MySQL, Oracle, HTML, Javascript, JQuery, Delphi, Pascal, Matlab, PHP
<i>Operating Systems</i>	: Windows, Linux
<i>Other Technologies</i>	: Microsoft Dynamics CRM, MS Office, FileNet, Emptor Telco, Tigris, Adobe LiveCycle, TiS, Kofax Capture, Datacap, Zetafax, Photoshop, MetaQuotes(MetaTrader4)

Foreign Language

I finished English Course of Adv1 level at Boğaziçi University.

Sertificates

- **Microsoft Dynamics CRM** (Marmara Üniversitesi)
- **Microsoft SQL Server Performance & Query Tuning** (BT Akademi)
- **Enterprise Design Patterns & Architectures** (BT Akademi)
- **Kofax Technical Solutions Specialist** (KOFAX)
- **Create Team Synergy** (SİNERJİ)
- **Philosophy of Fish** (FISH!)
- **Koza Project** YASED
- **7. Statistics Student Colloquium** (Afyon Kocatepe Üniversitesi)
- **Clarify The Future With TTNET** (İSBB / KTÜ) (* I organized this seminar)
- **6. Entrepreneurship Colloquium** (MÜNİT)

Social Activities

- Football, billiards, swimming, bowling, cinema, table tennis, chess, computer and smart phone games
- Organizing activities such as football, bowling, theatre etc.
- Administrator of Statistics and Computer Science Club at Karadeniz Technical University

PERSONEL INFORMATIONS

Military Service

Completed (2011)

Driving License

B (2010) - **A2** (2013)