

Aykan İNAL

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PERSONAL INFORMATION

Date and Place of Birth : 20.06.1983 - Osmancık / ÇORUM

Disable Status : %41 – Talking Slowly Travelling : Yes

Foreign Language : English

EDUCATIONAL BACKGROUND

2012 – Present Information Systems Management

Ahmet Yesevi University

2005 – 2007 Information Management

Anadolu University

1998 - 2001 Osmancık Anatolia High School

WORK EXPERIENCE

2016 – Present IT System Management Specialist STAR RAFİNERİ / İZMİR

- Preparing, updating, and following up procedures for ISO 27001 works
- Performing the necessary work in Cyber Events Intervention Team (SOME)
- Developing permanent solutions for the top level problems forwarded from Help Desk by analyzing them
- Installing, configuring, classifying the service directory of BMC Service Management server and defining the required rules by determining the Sla times to ensure a measurable and traceable structure for the BT Department in accordance with ITIL Standards together with the consultancy company.
- Providing technical support for PC OS, Office Software, and IT devices (PC, printer, scanner, phone, iPhone, etc.) for internal users
- Opening refinery staff's accounts for Active Directory Exchange Lync etc.
- Installation works carried out with the support of outsourced company for Sharepoint Project
- Forwarding the problems to the outsourced, following up, and carrying out required Applications
- Monitoring the existing failures and responding them in time
- Carrying out the required directory classification and authorization operations on the Fileserver and
- Developing a backup policy

2013 – 2016 Digital Service Management Specialist (UX/UI) BP TURKEY / ANKARA

- Establishing the backup rules required for clients through Acronis Back-up and backing up the computers with agent application in accordance with the rules.
- Carrying out the required directory classification and authorization operations on the Fileserver and developing a backup policy
- Importing the BP BTC Pipeline project data into the database and making necessary updates,
- Coordinating outsourced Help Desk staff and developing permanent solutions for the top level problems forwarded from Help Desk by analyzing them
- Developing the application containing the information of the premises through which BTC Pipeline passes and the public and NGO officials in these premises
- Designing monthly newsletter to be sent to internal and external stakeholders of BP,
- Designing infographic and visual materials to be used in the closing program of the Industrial Symbiosis Project of which BP is the main sponsor,
- Performing printed and digital design works to the BP BTC Pipeline Office,
- Designing the bulletin containing the special theme of Industrial Symbiosis and its projects together with Turkish Technology Development Foundation,

2006 – 2013 Senior IT System Management Specialist Bileşim A.Ş / İSTANBUL

- Installing, testing, and commissioning of the server and preparing the required documentation
- Monitoring the servers constantly, solving the problems that may arise using the proactive approach by examining the logs when necessary
- Monitoring the requirements of the user groups connected to the server
- Solving the software, security, and connection problems of PCs connected to the server
- Following a solution-oriented approach for solving problems that may occur in the server as soon as possible
- Applying the required patches to the server and analyzing the benefits of the patch to be applied
- Developing backup policies for the server. Ensuring regular backups without causing loss of information
- Carrying out necessary analysis and adaptations to improve server performance

- Coordinating Help Desk personnel which consists of 4 persons and provide service for 700 personnel in 3 locations and developing permanent solutions for the top level problems forwarded from Help Desk by analyzing them
- Installing, configuring, classifying the service directory of HP Openview Service Manager server and defining the required rules by determining the Sla times to ensure a measurable and traceable structure for the BT Department in accordance with ITIL Standards together with the consultancy company.
- Analyzing the applications of the Ziraat Bank Call Center, and ensuring the transition to Windows 7 in the scope of the process improvement by using Acronis Image Deploy,
- Carrying out all the required Directory classification and defining user roles and permissions for
- Active Directory, Exchange, and Sharepoint, and monitoring DNS and DHC.
- Designing a separate domain for the PCI certification of the card printing department and transferring the processes of this department to the domain without any interruption
- Disk Imaging of Existing Systems and VIP users' computers and performing routine tests on virtual systems,
- Designing the company's website together with the consultancy company,
- Preparing the visual materials about the campaigns and announcements, and transforming them into e-newsletter to be sent to Ziraat Bank's customers.
- Planning, installing and managing the SharePoint Server 2010 server with the consultancy company and posting the developed web parts after testing
- Designing of Ziraat Bank and Halk Bank's periodicals for the printed version and interactivemedia
- Designing the announcements and campaigns to be sent to the customers of Ziraat Bank

2006 – 2006

UX/UI Designer

Mynet A.Ş / İSTANBUL

- Mynet ICQ, Mynet Real Estate, Mynet Hosting Page, and other page design and PSD designs into to HTML format using Homesite application

CERTIFICATES AND TRAINING

MCSA - MCPD - MCTS – MCP

Microsoft Certification ID: 8791991

2019	User Experience Designer and Usability Testing	UXServices
2018	SOME-Intrusion Detection and Records Management	Bilgeadam
2018	SOME-Central Security Monitoring and Event Management	Bilgeadam
2018	SOME-DDOS Attacks and Prevention Methods	Bilgeadam
2018	SOME- Digital Forensics in Cyber Cases	Bilgeadam
2017	ISO 27001 – 14001 – 18001-9001 Works	BSI
2014	Adobe Indesign	Medyasoft
2014	Adobe Fireworks	Medyasoft
2013	Microsoft Access 2010	Medyasoft
2012	Effective Communication Skills	Pusula
2010	Vmware vSphere 4.0	Piramiit
2009	Sharepoint Server 2007	BT Akademi
2009	MS Office 2007	Netron
2009	HP Openview Service Manager	SPD
2008	Microsoft Exchange Server	Bilgeadam
2008	Windows Server 2003 Active Directory	Bilgeadam
2008	Microsoft Windows Server 2003	Bilgeadam
2008	E-Marketing Program	Ege University
2007	Windows XP	Data Training
2006	Computer Programming	Public Training Center
2005	Microsoft .NET Training,	Bilgeadam
2000	Computer Operating	Public Training Center

REFERENCES

On demand