

Said Bayraktar

IT Support Specialist

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SUMMARY

I build servers from bare metal and run them on Active Directory, DNS and DHCP; I follow a fault across hardware, network and database layers and close it at the root cause. I have supported 200+ corporate devices on site.

SKILLS

Servers & Systems: Windows Server installation & configuration, Active Directory (AD DS), DNS, DHCP, Group Policy (GPO), Hyper-V, Backup & restore

Hardware & Networking: Server setup & maintenance, RAID, Diagnostics & component replacement, VPN, Port forwarding, Remote access (RDP)

Database: Microsoft SQL Server installation, Backup & restore, T-SQL queries

End-User Support: Windows installation / configuration, Remote and on-site support, App deployment (NSIS), Office / email

Scripting & Automation: PowerShell, SQL, JavaScript / Node.js

Additional: Class B driving licence, Open to relocation (Türkiye and worldwide)

EXPERIENCE

IT Support Specialist & Regional Representative — Expert Bilişim (Vega Yazılım)

02/2026 – present · Samsun, Türkiye

- Supported 200+ devices and corporate customers with remote software and on-site hardware help, closing faults at the root cause.
- Built servers from scratch: RAID configuration, Windows Server installation, Active Directory domain, DNS and DHCP roles, and user and permission structure through group policy.
- Set up virtual machines on Hyper-V, ran backup and restore drills, and gave remote users secure access over VPN and port forwarding.
- Owned Microsoft SQL Server installation, backup and querying; administered ERP database tables and repaired broken installations.
- Deployed business desktop applications via NSIS installers with auto-update and automated recurring maintenance with PowerShell scripts.

Field Sales Representative — Turkcell Superonline

12/2024 – 10/2025 · Samsun, Türkiye

- Averaged 30 new subscriptions per month while serving individual and corporate customers in the field.

EDUCATION

Computer Programming (Associate Degree) — Osmangazi University

2023 – 2025

I paused my studies (leave of absence); I have worked full time in the industry since 2024.

Medical Device Technologies / Machine Technician — Vocational & Technical Anatolian High School

2018 – 2023

PROJECTS

Vega Ticket System — Contract & Ticket Tracking

Ticket management tool used concurrently by 4-5 people that tracks contract and renewal dates for ERP accounts.

Microsoft SQL Server, Node.js, Electron

Galya Panel — Stock & Cost Monitoring Tool

Desktop tool that reads two ERP databases and shows out-of-stock items, stock-count differences and pending e-invoices on one screen.

Electron, Microsoft SQL Server, Node.js

LANGUAGES

Turkish (Native) · English (B2 (Upper-Intermediate))