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(LinkedIn)
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Top Skills

Microsoft Access

Pascal

Visual C++

Languages

Turkish (Native or Bilingual)

İngilizce (Professional Working)

Certifications

Microsoft Certificate of Programming
in C#

Microsoft Certificate of Programming
in HTML5 with JavaScript and CSS3

TEMEL İLK YARDIM

CRM GROUND TRAINING

Publications

JAVASCRIPT İLE GUI
ÇALIŞMALARI | GRAFİKSEL
ARAYÜZ TASARIMI

BİLGİ TEKNOLOJİLERİNDE
ALTYAPI VE İŞLETME
MALİYETLERİNİ DÜŞÜRME
YÖNTEMLERİ VE UYGULAMALARI

Proje Planlama

TURBO C PROGRAMLAMAYA
GİRİŞ

TÜRKİYEDE ETİKET SEKTÖRÜ VE
STOK KONTROLDE KULLANIMI
ÜZERİNE BİR ARAŞTIRMA

Volkan Avsar

Senior Technical Support Engineer
Prague, Czechia

Summary

Hi, I'm Volkan — I've spent the last 17+ years working across different corners of IT, from system administration to project management to technical support. Along the way, I've picked up a real passion for solving problems in fast-paced, high-stakes environments where users need answers fast. Beyond the core IT roles, I've built up a diverse skill set over the years — managing ERP systems, administering SQL databases, and even dabbling in .NET development with Visual Studio. These days, I'm based at Fortinet's Prague office, where I provide technical support to customers around the world on FortiClient and EMS. That means digging into everything from malware protection and VPNs to ZTNA — the kind of work that keeps my networking knowledge sharp and my problem-solving skills sharper. I'm also part of the Management Services team, helping customers get set up right from day one. Outside of work, you'll usually find me swimming, reading (fiction and history are my go-tos), or tinkering in my home lab — where I like to recreate real-world scenarios like VPN configurations, ZTNA setups, Entra ID SAML authentication, and virtual server management. IT has been a huge part of my life for a long time now, and honestly, I still approach it with the same curiosity and enthusiasm I had on day one.

Experience

Fortinet

Senior Technical Support Engineer

April 2022 - Present (4 years 6 months)

Prague, Czechia

- I help customers get the most out of FortiClient and EMS, troubleshooting everything from Malware Protection, SSL VPN, and IPsec VPN to ZTNA, Vulnerability Management, Web Filtering, and Log Collection — plus how these integrate with other Fortinet and third-party tools.

- I support customers through both online channels and phone calls, jumping in especially when issues are critical or time-sensitive.
- When I come across bugs or unusual behavior, I flag them to the backend team, keep track of how the fix is progressing, and make sure customers stay in the loop the whole way through.
- As part of the Managed Services team, I also help customers get EMS and FortiClient up and running from the ground up, including support for deployment tools like Intune, GPO, and SCCM.
- On top of that, I write technical articles for the Fortinet Community (community.fortinet.com), breaking down common issues and how to fix them — hopefully making life a bit easier for other customers and partners running into the same problems.

LC Waikiki

International Retail IT Establishment and Expansion Specialist

July 2020 - April 2022 (1 year 10 months)

Istanbul, Türkiye

- Provided IT support from HQ to users across 46+ countries and 500+ LC Waikiki stores, tackling a wide range of technical and system-related issues.
- Used the internal ticketing system to track and resolve cases, keeping managers and stakeholders updated along the way.
- Worked with the e-commerce development team on lcw.com, helping with initial implementations and troubleshooting, while also supporting in-house logistics applications and hardware devices — from setup to user guidance.
- Played a key role in rolling out LC Waikiki's e-commerce operations in several countries, including Georgia, Iraq, Kazakhstan and Ukraine.
- Delivered global IT support for store-level teams, resolving issues with HQ-hosted systems like SQL databases and sales data platforms, and made sure sales data from stores worldwide stayed accurately synced with HQ.
- Supported ERP systems used across LC Waikiki's international stores, including Microsoft Navision, Microsoft Axapta, and 1C.
- Took part in various IT projects — mobile app development, in-house application deployment, database schema design for self-hosted store systems, and country-level rollout deployments.
- Worked closely with backend engineering teams to maintain and improve internal applications for logistics, PDA devices, online store projects, and global IT systems.

LC Waikiki

International Retail IT Technical Support Specialist

March 2018 - August 2019 (1 year 6 months)

Istanbul, Turkey

- Provided remote IT support to 500+ stores across 46 countries, resolving technical issues through the ITSM ticketing system, phone calls, and Microsoft Teams.
- Made sure global sales data stayed properly synced with HQ systems and databases, actively monitoring the process to catch and correct any accuracy issues.
- Used SQL to match, validate, and dig deep into large datasets for analysis.
- Supported local IT teams with hardware setup, computer configuration, and initial store installations — putting together project plans and making sure every store was fully ready before its grand opening. Each store had 7+ Windows-based cash tills, server systems, and PDA devices, all of which needed careful deployment and verification.
- Ran monthly meetings with local IT teams around the world to review project progress and report updates to senior management.
- Built up strong expertise in barcode and scanning systems used for product identification and classification — technology that a lot of the in-house logistics and operations apps relied on heavily.

SML Group Limited

IT Supervisor

August 2015 - January 2018 (2 years 6 months)

Istanbul, Türkiye

- Joined the company right as they were preparing to move into a new building five times the size of the existing one — all within a four-month window — which meant building out modern IT infrastructure pretty much from scratch.
- Spent the first three months analyzing the existing systems, pinpointing recurring IT issues, and designing a stable, scalable architecture for the new environment. Since the company was Hong Kong-based and relied heavily on in-house applications for manufacturing, finance, and product development, getting a reliable, high-performance connection between Hong Kong and Istanbul was critical — so we set up high-speed fiber internet, a radio-link backup connection, and a dedicated direct fiber line between the two cities to keep things running without interruption.
- Upgraded and rolled out 200+ computers to Windows 10, and deployed a new IP telephony system using LG iPECS.
- Migrated the entire network infrastructure to fiber, built on an Avaya backbone with Avaya core switches, and configured a new Juniper/Avaya

firewall setup to meet high-security standards — including SSL VPN and IPsec site-to-site tunnels for secure connectivity.

- Provided technical support for users on Microsoft Axapta, IBM Lotus Notes, and various in-house applications built by internal teams, and led the rollout of new manufacturing applications built on Apple FileMaker.
- Traveled to Spain and the UK for project-related training and to collaborate with global IT teams.
- Managed the company's internal ERP system (LOGO) for finance processes, built new virtual machines, and deployed modern storage systems in line with current data-center standards.
- Got all of this — new technologies and infrastructure alike — fully implemented within just one month, through strong dedication and a lot of multitasking.

Orthaus Trailers

IT Project Coordinator

February 2012 - August 2014 (2 years 7 months)

Sakarya

- Led the full IT infrastructure setup for a new 20,000 m² manufacturing facility in Sakarya/Akyazi, Turkey — from the ground up.
- Designed and implemented a new ISO-compliant data center structure.
- Built out a solid fiber network infrastructure using Cisco switches and firewalls.
- Deployed an IP telephony system based on PBX technology.
- Configured high-performance workstations for the R&D team to run AutoCAD and Ansys analysis software.
- Implemented CCTV security systems and set up a facility-wide Wi-Fi network covering both the manufacturing floor and the surrounding open areas.
- Worked closely with local vendors, integrators, and the HQ IT team to keep the project on track and ensure a smooth handover for ongoing support.
- Provided Level 1/2 technical support for 200+ users via phone, email, and ticketing systems, keeping day-to-day operations running smoothly.

ULS AIRLINES CARGO

IT Systems Chief

September 2010 - August 2014 (4 years)

Istanbul

- I led IT for ULS Airlines Cargo, a 6-aircraft cargo carrier based at Atatürk Airport (IST), running a lean three-person team that kept every critical airline system up and running around the clock.

- As Head of IT, I owned everything from helpdesk management to project delivery, and made sure our IT practices held up against international standards — ISO, ICAO, EASA, and Turkish Civil Aviation Authority regulations.
- On the infrastructure side, I managed over 300 user machines spread across the Airport, Florya, and Yenibosna offices, ran Active Directory and the internal PBX phone system, kept the legacy Linux SquirrelMail server alive before we retired it, and built out high-speed Wi-Fi and reliable internet links between all our sites.
- One of the bigger projects I drove was moving us off SquirrelMail and onto Microsoft Exchange — a big jump in reliability, security, and how well people could actually collaborate over email.
- I also led the design and build of a brand-new, ISO-compliant data center at our new Yenibosna headquarters, then managed the full migration to the new HQ in a single day with zero disruption to operations. That build included Siemens IP telephony, IBM blade server virtualization, IBM storage, Cisco networking, and IP CCTV.
- On the applications side, I supported the ERP systems the business ran on — Wings MRO for engineering and flight technicians, plus LOGO ERP, Cost Control, and 1C for finance — and managed around 100 company SIM cards to keep our teams connected globally, which was critical for day-to-day airline operations.

KUZU GROUP

IT System Specialist

September 2007 - November 2010 (3 years 3 months)

IT System Specialist

- I provided hands-on IT support and infrastructure management across several large construction sites and facilities around Istanbul, including Halkalı Konutları, the İSKİ treatment facility, Florya, and Kayaşehir.
- I stayed mobile between sites so I could get to engineering and field teams quickly whenever they needed help desk support, diagnosing and fixing hardware and software issues on more than 300 Windows desktops to keep everyone up and running.
- On the back-end side, I managed 5 Windows servers, the PBX phone system, and the Linux mail system, and supported the corporate applications people relied on day to day, including LOGO Yazılım ERP and a few in-house systems.

- I also kept the central data center room organized and running cleanly, handled infrastructure work like CAT5 cabling for reliable connections, and managed the IP CCTV security system.
- On communications, I supported mailing and instant messaging for both mobile and desktop users, including POP3 setup for mobile devices, and managed our corporate BlackBerry phones. On top of all that, I handled general hardware repair and troubleshooting whenever it came up.

Education

Halic University

3,69 /4, Management Information Systems /Thesis · (2016 - 2018)

Barton International College

B2, Academical English Preparation and Skills Upgrade · (2019 - 2020)

Istanbul University

Bachelors Degree, Language and Literature · (2011 - 2015)

Anadolu University

Bachelors Degree, Public Administration · (2009 - 2013)

Kadirga High School

High School, Software Development · (2001 - 2005)