

# Dervis ARPACI

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## Personal Profile

Experienced IT Administrator with 20+ years' expertise in managing technical infrastructure. Skilled in network, server, and hardware optimization to meet business needs. Proficient in troubleshooting, security implementation, and collaboration for tech alignment with goals. Self-motivated problem-solver with up-to-date knowledge in software deployment, user management, and regulatory compliance. Proven track record in project implementation and IT strategy development for efficient, secure operations driving organizational success.

## Career Exposure

• Microsoft Servers Family	• Azure Active Directory	• Group Policy Objects	• Exchange with DAG
• Hyper-V	• VMware ESX	• Deep Security	• A+ Networking
• Data Domain	• Storage	• Disaster Cluster	• Low Code Developing
• 802.1x with Radius	• Fortigate Firewalls	• Palo Alto Firewalls	• Cisco Meraki
• vCenter	• Veeam BackUp	• Test Management	• Cisco, Dell, Huawei, HP
• Cluster Management	• Site Reliability Engineering	• DLP	• Service Management
• Scripting (PowerShell)	• CI/CD, Kubernetes	• IT Dept. Budgeting Plan	• Business Processes

## Technical Proficiencies

- Cloud Based Administration (Azure, AWS, 365, Outlook, G Suite)
- A+ Networking • Dell Servers • Storages • Radius • 802.1X Auth.
- Microsoft – Word, Excel, PowerPoint • Windows OSs • MS SQL • PL/SQL
- Visual Studio • Manage Engine • Jira • MS Visio • Mongo DB • My SQL • WHM • CPanel
- Various SDLC (Software Development Lifecycle) Methodologies such as Waterfall, Agile & Scrum

## Certificates

- Azure Virtual Desktop Specialty AZ-140 – Microsoft Corporation
- Azure Administrator Associate AZ-104 – Microsoft Corporation

## Career Experience

- Experienced in taking responsibility, acting as an escalation point and dealing with any emerging issues.
- Autonomous and self-motivated, requiring minimal external input to achieve results.
- Decision-making, analytical skills and problem solving.
- Turning ideas into further products, ideally MVPs.
- Ability to multi-task and manage time effectively.
- Work collaboratively with other business functions to understand their goals.
- Build long-lasting, strong client relationships and act as a trusted advisor.
- Specialised in IT projects as an IT Administrator, a System Architect and a Business Analyst.

## Career Expertise

**Service Delivery:** Provides strategic leadership to the business whilst successfully enhancing operational strategies, innovating new processes, and assisting overall service functionality in maximising productivity, efficiency, and growth while achieving operational goals. Adept at overseeing various responsibilities to resolve issues and optimise customer satisfaction whilst mentoring and training employees.

**Learning:** Continuing to learn about everything (CI/CD, Scripting, Jira, AWS, Low-Code Business Processes, etc.). Exchanging constantly in the organisation through the community of practice. Learning and refining the product's whole value stream, like procurement upstream, marketing, and sales downstream.

**Leadership:** Motivational, enthusiastic leader of diverse teams from ground level to upper management. Providing and teaching every available business number to the development team to connect them with the product and its customers to make informed decisions together. Deciding what to build and what not with the development team.

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## Career History

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### IT Administrator – Izmir Development Agency ([www.izka.org.tr](http://www.izka.org.tr)) • January 2021 to January 2024

*Managed the architect, development, establishment and continuity of the on-prem data center and cloud services.*

- In the ongoing projects, the organization of teams as SysOps continues.
- Developed and executed the product roadmap for many platforms, resulting in increased user engagement and satisfaction. **veribankasi.izka.org.tr (databank)**, **kutuphane.izka.org.tr (library)**, **arsiv.izka.org.tr (archive and docs.)**, **dijitalimza.izka.org.tr (digital signature)**, **jobrouter.izka.org.tr (lowcode process)**, **startinizmir.izka.org.tr (entrepreneurship)**, **portal.bestforenergy.org.tr (united nations energy platform)**, **endustriyelsimbioz.izka.org.tr (industrial symbiosis)**, **izmirtimemachine.com (3D Time Travel Through The 8500 Year History of İzmir)**, etc.
- Conducted market research and analysis to identify new opportunities and trends in the IT industry and incorporated these insights into employment and education strategy.
- Worked closely with cross-functional teams, including engineering, design, and operations, to drive the development and launch of new features and products.
- Managed the System Center development process from ideation to launch, ensuring that all products met the highest standards for quality and performance.
- Product research, procurement, budget management, procurement and commissioning processes were studied to develop and implement the system with new technologies.
- Defined and monitored key metrics to measure the success of system devices, using data to improve system performance continuously.
- Stayed current with industry trends, competitive landscape, and customer needs and made recommendations for system improvements and enhancements accordingly.
- Defined the requirements for each feature and the desired user experience and created, maintained and prioritised the product backlog
- Active Directory Management system was established. User and organizational groups were designed. User and group authorization groups were created. **Radius Server and 802.1X** were configured to allow end users to roam the system using their own accounts.
- Designed Electronic Mail Servers (**Exchange 2019 with DAG**) and Database accessibility groups. Installed and monitored.
- Installed and managed **Trend Micro Deep Security Cloud Server** with advanced attack prevention software.
- Fortigate 100F UTM Setup and Management. Palo-Alto UTM Setup and Management.
- Cisco **Webex** Setup and Management. Cisco **Meraki** Setup and Management. Cisco **Switches** Setup and Management.
- Dell **Networking Solutions, Servers, Storages, Data Domain** Setup and Management.
- **VMware ESX-i** Setup and Management.
- Disaster scenarios were planned and managed.
- Virtualization Technologies Setup and Management.
- Installation, Management, Upgrade of Virtual Servers in Different Roles.
- Monitoring the licenses of OS and applications. (Microsoft, Linux, MacOS)
- Personnel Attendance Tracking System Management (Meyer, Suprema).
- **ISO 27001 Information Security Certification** processes were managed. The organization was certified.
- Job Router Low-Code Digital Process Installation and Management.
- **Veeam BackUp & Replication** Installation and Management.
- Cloud Web Server Systems Installation and Management (**WHM, CP**).
- Web Pages Installation and Management (**WordPress**).
- Managing and developing the technical affairs of **NFT** collections.
- Managing the **METaverse** strategies, we created for Izmir.

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## Further Roles (Details on Request)

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### IT Business Expert – Asay Group (<https://www.techasay.com/>) • September 2019 - January 2021

*Managed the development, establishment, and continuity of the hybrid data center. (Azure&OnPrem) If requested, I can forward my extended CV for details of my experience before the most recent work experience.*

### IT Administrator – Ultekege Comm (<https://www.ultekege.com.tr/>) • December 2017 – September 2019

*Managed the development, establishment, and continuity of the hybrid data center. (Azure&OnPrem) If requested, I can forward my extended CV for details of my experience before the most recent work experience.*

### IT Administrator – Tanap (<https://www.tanap.com/en/>) • November 2014 - December 2017

*Managed the development, establishment, and continuity of the hybrid data center. (Azure&OnPrem) If requested, I can forward my extended CV for details of my experience before the most recent work experience.*

*I am currently taking a career break in Ireland, the country where I live, to improve my English and learn different cultures.*

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