



Mert Yildiz

+44 (0) 7526767570 | mertyildiz93@hotmail.co.uk | www.mertyildiz.co.uk

PROFILE STATEMENT

A diligent and results-driven IT Support Engineer with nearly 2 years of experience in resolving complex technical issues and enhancing system functionality. Equipped with a sound knowledge of Microsoft Active Directory, Microsoft Flow, and PowerApps automation. A beginner in Azure cloud, eager to deepen knowledge and skills in this area. Proven track record in managing user accounts, troubleshooting software, and liaising with various stakeholders to ensure swift resolution of raised issues. Currently seeking a challenging Systems Administrator role to leverage my skills and experience to drive improved system efficiency and productivity.

EDUCATION

Bachelor of Science – Creative Technology

Kingston University, London

2013 – 2016

Class of 2016

- Upper Second Class Honours

SKILLS

Software & Systems

- Proficient in Microsoft 365, Zendesk, Microsoft Active Directory, Microsoft Flow, and PowerApps automation
- Basic knowledge of Azure cloud
- Competent in the use of Confluence / Jira for project management
- Proven skills in setting up and managing user accounts.
- Exceptional ability to ensure system functionality and troubleshoot technical issues.
- Demonstrated ability in software and system audits.

Soft Skills

- Excellent team collaboration and management abilities
- Strong written and oral communication skills
- Proven problem-solving skills

WORK EXPERIENCE

Lead IT Support Engineer

Jellyfish Pictures, London

Nov 2021 - Present

(Full-time)

- Ensuring optimal functionality of various systems including Microsoft 365, Confluence/Jira, Zendesk, Microsoft Active Directory, Microsoft Flow, and PowerApps.
- Implementing basic Azure cloud services and solutions.
- Setting up new user accounts, disabling leaver accounts, and managing permissions for existing staff.
- Resolving issues raised through support tickets or internal quality audits.
- Progressed from a Junior Support Engineer role to Lead IT Support Engineer within 1 year.

Freelance VFX Artist

Mert Yildiz VFX, London

Sep 2016 - Present

(Full-time)

- Assist for motion graphics for The Mid-InfraRed Instrumentation Company (MIRICO)

Third Party Property Damage Claims Handler

Haven Claims, Sevenoaks, Kent

Oct 2020 – Nov 2021

(Full-time)

- Liaising with policyholders, insurance companies and other third-party stakeholders to ensure swift settlement of the claims, whilst Managing customer expectations
- Successfully meeting deadlines and company SLA's
- Ensuring proper data protection, bookkeeping and data entry procedures are followed when handling personal information
- Negotiating outlays and liability



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Account Executive

Currys PC World, Charlton, London

Aug 2019 – Oct 2020

(Full-time)

- Creating detailed business plans to reach predetermined goals and quotas
- Managing the entire sales cycle from finding a potential client to securing a deal
- Unearthing new sales opportunities through networking and turning them into long-term partnerships

Team Leader

Currys PC World, Orpington, Kent

Nov 2018 – Aug 2019

(Full-time)

- Demonstrate conflict resolution skills when handling staff challenges or customer requisitions
- Exhibit leadership skills when coaching team members to achieve daily sales targets
- Motivate and train staff to increase store performance

Business Advisor

Currys PC World, Orpington, Kent

Oct 2017 – Nov 2018

(Full-time)

- Provide exceptional customer service when attending to customer queries efficiently and considerately regarding various business technology setups
- Act as a liaison between local businesses and stores
- Provide clear, constructive feedback to staff regarding work performances

Sales Associate

Currys PC World, Orpington, Kent

Sep 2015 – Oct 2017

(Part-time)

- Assessed customers' needs and direct them to appropriate merchandise
- Contribute to positive and friendly working atmosphere by greeting and offering assistance

Website Marketing Designer and Video Editor

Cyprus Premier Holidays, Bromley, Kent

Feb 2013 – Mar 2013

(Part-time)

- Worked closely with clients to deliver innovative marketing videos for travel and tourism
- Used Adobe Creative Cloud to create graphics and layouts for client website