Said Bayraktar

IT Support & Systems Specialist

saidbayraktar9@gmail.com | +90 535 078 61 01 | Samsun, Türkiye | sbayraktar.com.tr | linkedin.com/in/said-bayraktar9 | github.com/saidbayraqtars

SUMMARY

I take a server out of the box and bring it up with Active Directory, DNS and DHCP, segment the network with VLANs and firewall rules, and set up backups and then test the restore. I follow a fault from the user's screen through the network, server and database layers to its root cause. I have supported 200+ corporate devices. Because I am also a software developer, I don't repeat manual work: I automate it with a PowerShell script or a small tool.

SKILLS

Servers & Directory: Windows Server, Active Directory (AD DS), DNS, DHCP, Group Policy (GPO), OU and permission design, Hyper-V, RAID
Linux: Ubuntu Server, SSH (key-based), nginx, systemd, ufw, netplan, unattended security updates
Networking: TCP/IP and subnetting, VLANs, Managed switches, MikroTik (firewall, NAT, port forwarding), Site-to-site and client VPN, Tailscale, Wi-Fi access points, Structured cabling
Microsoft 365 & Email: User, licence and mailbox administration, Exchange Online, MX / SPF / DKIM DNS records, Cloudflare DNS
Backup & Databases: Veeam, Backup and restore drills, Microsoft SQL Server installation, backup, T-SQL, Vega ERP installation and repair
End-User & Hardware: Windows installation and configuration, Remote and on-site support (RDP, AnyDesk), Diagnostics and component replacement, Network printers, IP cameras / NVR, App deployment with NSIS
Audio, Video & Events: Sound system and mixer setup, Microphones and speakers, Projectors and screens, HDMI and video signal routing, Conference and meeting room setup
Foundational: Turnstile and access-card systems, Microsoft Azure, Intune, Entra ID, FortiGate, pfSense
Scripting & Automation: PowerShell, Bash, SQL, Node.js / TypeScript
Additional: Class B driving licence, Military service deferred (exemption pending), Open to relocation (Türkiye and worldwide), Available immediately

EXPERIENCE

Freelance Software Developer & System Administrator — Neva Yazılım / Bayraktar Yazılım

05/2026 – present · Samsun (remote)

- Run the production server of my own SaaS product, Neva QR (nevaqr.com): Ubuntu VPS, nginx virtual hosts, Cloudflare DNS and SSL with wildcard subdomains, plus a second site and a licence server on the same machine.
- Diagnosed and fixed PDF generation that returned 503 errors because of a memory overflow; I track capacity through RAM usage.
- Manage domains, DNS, email records and hosting for four local companies' websites.
- Continue to provide remote support to Expert Bilişim's customers.

IT Support Specialist & Software Developer — Expert Bilişim (Vega Yazılım Samsun Regional Office)
02/2026 – 09/2026 · Samsun, Türkiye

- Gave remote software and on-site hardware support to 200+ corporate devices and customers, closing faults at the root cause.
- Built customer servers from scratch: RAID, Windows Server, Active Directory domain, DNS and DHCP roles, and users and permissions through Group Policy.
- Set up virtual machines on Hyper-V; configured backups with Veeam and ran restore drills.
- Planned IP ranges and VLANs for office networks, configured managed switches and MikroTik firewall rules, linked branches with site-to-site VPN and gave remote users client VPN access.
- Installed cabling, Wi-Fi access points, network printers and IP cameras / NVRs.
- Administered users, licences and mailboxes in Microsoft 365 and fixed email delivery problems by correcting MX, SPF and DKIM records.
- Built the office server on a mini PC with Ubuntu Server: static IP, a firewall (ufw) open only to the VPN and the local network, remote access over Tailscale, unattended security updates, a hardware watchdog and a separate backup disk.
- Owned Microsoft SQL Server installation, backup and querying; installed Vega ERP for customers and repaired broken installations.
- Deployed the company's desktop products with NSIS installers and auto-update, and automated recurring maintenance with PowerShell scripts.

Field Sales Representative — Turkcell Superonline
12/2024 – 10/2025 · Samsun, Türkiye

- Averaged 30 new fiber subscriptions per month with individual and business customers; learned to explain technical topics to non-technical users.

IT Support Specialist Intern (45 days) — Poelsan Plastik Sanayi A.Ş.
2024 – 2024 · Samsun, Türkiye

- Completed a 45-day internship at the end of my first year in the IT department of a plastics manufacturer; supported users with computer, printer and network problems.

PROJECTS

Service Desk Tracker for a Technical Service Company
Multi-user desktop app: remote support tickets, device labels, repair and shipment tracking, WhatsApp notifications to customers. Added send-rate limits and an automatic stop so the company's number does not get banned.
Electron, React, Node.js / Express, Microsoft SQL Server

Galya Panel — Stock & Cost Monitoring
Desktop program that reads a restaurant's two ERP databases read-only and shows out-of-stock items, count differences, recipe costs and pending e-invoices on one screen. The test suite stops itself if it detects the live database.
Electron, Node.js, Microsoft SQL Server

Cloud Licence & Credit Panel
Serverless panel that issues RSA-signed, hardware-bound licences for desktop products and meters AI usage per customer with credits.
Cloudflare Workers, Cloudflare D1

Personal Site — sbayraktar.com.tr
Bilingual (TR/EN) portfolio that lists my projects and GitHub repositories live.
Next.js, TypeScript

EDUCATION

Computer Programming (Associate Degree) — Osmangazi University
2023 – 2025

Graduated in 2025.

Medical Device Technologies / Machine Technician — Vocational & Technical Anatolian High School
2018 – 2023

LANGUAGES

Turkish (Native) · English (B2, professional working)