

# Bilgehan Ercan

## MSc. Electrical Electronic Engineer

📍 Narlıdere/İzmir/Türkiye

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### Education

**Marmara University**  
MSc. Management Engineering

**Yaşar University**  
Electrical Electronics Engineering

### Expertise

- Field Service (Electronic & Mechanical)
- IT (Windows, Hardware, IP Devices)
- MS Office
- SQL
- English C1
- German B1

### References

**Çetin Demirel / Spartakus Yazılım**  
General Manager  
(+90 506 586 95 03)

**Eren Gökdağ / SGM Elektrik**  
CEO&Owner  
(+90 532 385 48 68)

### Additional Information

- Valid US visa until 2033.
- B-class driver's license.
- Completed military service.

### WORK EXPERIENCE

**Service Engineer** [Switch International\(www.switchbowling.com\)](http://www.switchbowling.com)

**January 2022-**

As a skilled technical professional, I have a proven track record in providing comprehensive support for bowling systems. My responsibilities have encompassed both software and hardware components, including remote troubleshooting, on-site installations as supervisor and training users. My extensive international experience, spanning over 15 countries, has equipped me with the ability to adapt to diverse technical environments and cultural nuances.

In addition to my core expertise in bowling systems, I am well-versed in general IT support. I have a strong command of Microsoft Office, Windows operating systems, computer hardware, IP phones, and printers. I am proficient in providing both technical support and training to users of varying technical proficiency.

#### Technical Support Engineer

[Spartakus Software \(www.spartakus.com.tr\)](http://www.spartakus.com.tr)

**2021-2022**

**Technical Support, Oracle SQL and PL/SQL development.**

Developed and maintained SQL and PL/SQL code for the company's ERP system. Provided technical support to over 50 users. Significantly improved query performance by 30% through database optimization.

#### Electrical Electronic Engineer Intern

[SGM Electric \(https://www.sgmelektrik.com.tr\)](https://www.sgmelektrik.com.tr)

**2018-2021**

During my university studies, I gained practical experience as an engineering intern during summer breaks. My responsibilities primarily involved field work, including the installation of distribution boards, solar panels, and generators.