

Ali Ihsan Gunes

IT SPECIALIST | SYSTEMS & WEB APPLICATIONS

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About me

IT Specialist with hands-on experience in system administration and IT operations across Linux, Windows Server, Windows OS, and macOS environments. Skilled in troubleshooting OS-level and application issues, system monitoring, and user support to ensure stable and reliable operations. Experienced in supporting internal web applications and server-based systems, with working knowledge of Docker and modern web technologies including Next.js. Strong team collaboration and problem-solving skills, effectively bridging system operations and application support.

Experience

İBB İSFALT A.Ş. | IT Assistant Specialist

Jan 2025 - Present

- Managed IT operations for [200+] users/endpoints, maintaining 99.9% system uptime through proactive monitoring and maintenance.
- Developed and deployed an internal Intranet application (Next.js, Docker), digitizing manual inventory processes and reducing asset tracking time by [40%].
- Resolved [30+] support tickets weekly, troubleshooting OS and network infrastructure issues with a [90%] first-contact resolution rate.

Kınay Lojistik | IT Assistant Specialist

Sep 2024 – Dec 2024

- Supported daily IT infrastructure and network operations, resolving hardware/software incidents to ensure high availability for [50+] users.
- Optimized internal workflows by contributing to web-based tools, improving system usability and streamlining logistics processes.

Beşiktaş JK | IT Assistant Specialist

Mar 2023 – Sep 2024

- Managed IT infrastructure and technical support for [150+] staff, ensuring operational continuity and resolving hardware/network issues.
- Designed and implemented a custom Inventory Management System, centralizing asset tracking and improving IT resource visibility and audit accuracy by [30%].

Selected Projects

İBB İSFALT A.Ş. – Internal Intranet Web Application

- Internal system for inventory management, printer tracking, and internal listings.
- Built with Next.js, PostgreSQL, and Docker; actively used in production.

Confidential Company – Full-Stack System Architecture

- Developed a full-stack web application using Next.js, Tailwind CSS, and shadcn/ui.

- Designed PostgreSQL + Prisma data layer and deployed a Dockerized application on a Linux server.
- Configured Caddy (reverse proxy, HTTPS), automated backups (crontab), Fail2Ban security, and health checks with Telegram notifications.

Beşiktaş JK – Inventory Management System

- Designed and implemented an internal inventory tracking system.
- Improved IT operations and asset visibility.

İBB İSFALT A.Ş. – Website Migration & Server Setup

- Managed website migration and deployed a new Linux-based web server.
- Performed server configuration, log monitoring, and maintenance.

Personal Portfolio & Code

- Portfolio: aligunes.me
- GitHub: github.com/aligunesv

Certificates

- Computer Hardware Basics — *Cisco*
- Introduction to Cyber Security — *Cisco*
- Veeam Backup for Microsoft 365 — *Veeam Software*
- Successful IT Systems — *The Open University*
- Introduction to Information Technologies — *BTK Akademi*
- Web Programming 101 & 201 — *Turkcell Future Writers*
- SQL — *HackerRank*
- Docker for the Absolute Beginner — *Udemy*
- MD-100: Windows Client — *Microsoft (Coursework Completed)*

Education

- Haliç University, Computer Science
Graduate Diploma

Skills & Abilities

Linux, Linux Server, Windows Server, Windows OS, macOS, System Administration, IT Support, Server Management, Troubleshooting, Docker (basic), PostgreSQL, SQL, Next.js, JavaScript, Tailwind CSS, PHP, Python, Git, Backup & Recovery, User Support

Language

- English
- Turkish (Native)