

Cihan Baykal

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The Grange, Brewery Road, Stillorgan, Co Dublin

IT PROFESSIONAL

PROFESSIONAL COACH

"I can honestly say that Cihan's passion for technology, his focus on results and his excellent communication / inter-personal skills have made him a key asset for our team and wider organization." [Previous Manager's Reference](#)

SUMMARY

Having worked for over 20 years in IT industry, I spent the last 7 years as an IT Executive and Professional coach. During that time, I was responsible datacenter management team, consultancy and pre-sales teams as well. I love working with teams and individuals as a professional coach. History of commitment to both bottom-line objectives and professional achievement.

CAREER HISTORY

EXECUTIVE AND LEADERSHIP COACH,

2017-Present

NLP MASTER

2018-Present

ICF, ACC – EMCC, EIA Practitioner

2019-Present

Freelance Professional Coach

- Executive and Leadership Coaching
- NLP Coaching
- Emotional Intelligence

MS PLATFORMS CONSULTANCY SERVICES UNIT MANAGER,

2013-2016

MS PLATFORMS MANAGED SERVICES UNIT MANAGER,

2012-2013

KoçSistem

A well-established and leading Turkish information technologies company, KoçSistem is a Koç Group company that has operated in the sector for 71 years with more than 1500 professionals and all of its shares are held domestically. According to IDC data, KoçSistem, the Turkish IT Services market leader, won first place in the Informatics 500 System Integrator/Service Sub Category, Consulting and Hosting Management Cloud Service categories.

Led for the Microsoft Consultancy Services Team that consists of 11 employees. Main responsibilities as follows:

- Management of KoçSistem's Microsoft Consultancy Service Team
- Team Utilization, delivery of Microsoft Projects, people/career development
- Presales and Sales activities, Business Development, Vendor Management
- Managing customer/3rd Party Partner engagement execution to drive positive
- Budgeting, forecasting and execution of overall KoçSistem's Microsoft business growth

Led for the Managed Services Team that consists of 25 employees. Main responsibilities as follows:

- Managed 100+ customers' 5000+ servers with the team.
- Build & Deploy Services, Application Delivery, Operations 24 Hours, 7 Days a week
- Active Directory, Infrastructure services, Collaboration & Mobility
- Asset Management, Capacity Planning, Change and Problem Management
- Leadership activities in employee productivity and new graduate ramp-up

CLIENT SYSTEMS, BACKOFFICE TEAM LEADER,**2010-2012****SENIOR SYSTEM ENGINEER, PROJECT COORDINATOR****2009-2010****Denizbank, Intertech**

DenizBank (Fifth largest bank in Turkey) operates under the roof of Sberbank of Russia. Sberbank has more than 110 million individual customers and 1 million corporate clients in 22 countries.

Intertech was established in 1987 to serve financial institutions with a wide range of information technology solution and service portfolio. Over a quarter century of finance industry experience, Intertech offers innovative solutions to EMEA region with more than 1000 professionals.

- Supervised the team of client systems' administrators to ensure they perform their duties and responsibilities in accordance with the IT policies and performance standards of the Denizbank
- Created a new hotline department and new quick support method in Denizbank to support new Windows 7 and Office 2010 users in order to increase satisfaction.
- Ensured client systems compliance and security by following licenses, renewals of internal computers.
- Analysed information and technology needs from a strategic and operational perspective; determined requirements and resources and followed up with recommendation reports.
- Created a Portal structure and Internal Knowledge Base Database to share knowledge with my team in order to increase internal customer satisfaction and help my team to decrease problem solving time.
- Leading of Disaster Recovery Center restructuring project team for Denizbank in Ankara
- Leading of Denizbank Wien and Russia IT Systems' restructuring project. (Incl. buy new hardware, licenses, design topology etc.)
- Leading of Windows 7 and Office 2010 implementation project team for Denizbank

SENIOR SYSTEM SUPPORT ENGINEER**1995 - 2007****Microsoft**

- Supported Microsoft Infrastructure software family (Server and management products) for EMEA customers.
- Wrote articles, whitepapers and solution objects. Some documents are published at internal sites and some documents are published at Microsoft.com. These documents are used by Microsoft Consultants.
- Built hotfixes to solve Turkey-related issues.
- Conducted supportability review, design review and health check reviews at the customer side, as needed, regarding System Management Server, Operations Manager, ISA Server and Sharepoint Portal Server.
- Mentored other Support Engineers.
- Organized technical briefings and workshops for Microsoft Premier Customers in EMEA Countries.
- Supported premier customers outside of Turkey. Mentored European Customer Support Engineers regarding same products.
- Developed applications for troubleshooting products.
- Achieved the highest customer satisfaction rate in the Middle East and Africa Region for two times.

EDUCATION & TRAINING

2018 – NLP Master Practitioner from Richard Bandler (London)

2018 – Kingstown College, Adv. Diploma Personal, Leadership & Executive Coaching (QQI Level 6)

2013 – ITIL Foundation Certificate in IT Service Management (Cert ID: GR750056837CB)

2002 – Marmara University (Istanbul), Electricity and Energy Technology

REFERENCES

Personal and professional letters of reference available upon request.