



Furkan SERTDEMIR

IT Engineer

Infos

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Address
1030 Bussigny, SWITZERLAND

Education

Bachelor's in IT Systems Engineering
University of Technology of Belfort-Montbéliard (UTBM), FRANCE
2021 – 2024

Associate's Degree in Networks and Telecoms (DUT)
IUT Belfort-Montbéliard, FRANCE
2019 – 2021

Skills

- **Troubleshoot** network issues and perform **preventive maintenance** of equipment.
- **Optimize and secure IT systems** to ensure reliability and performance.
- **Program** in **Shell scripting, HTML, CSS, Lua, and Blueprint**.
- **Deploy IoT sensors and gateways, integrate with cloud platforms, and create dashboards** (ThingsBoard).
- **Implement and manage Zendesk** for customer support
- Configure **Microsoft Teams IVR** systems.
- **Support client onboarding, provide end-user training, and mentor new collaborators.**
- **Work autonomously with strong organizational and problem-solving skills.**

Languages

- **English** : B2
- **French** : Native
- **German** : A2
- **Turkish** : Native

FEBRUARY 2025
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TODAY

Professional Experience

IOT TECH

GEBOA SA – 1196 Gland (SWITZERLAND)

IoT Solutions Deployment

- Deployment, configuration, and testing of IoT sensors and gateways across client sites.
- Integration with cloud platforms and internal monitoring systems.
- Design of custom dashboards for clients on ThingsBoard (monitoring, alerts, automations).
- Use of multiple communication technologies including MQTT, NB-IoT, and LoRaWAN.
- Evaluation, configuration, and integration of new products from various manufacturers.
- Implementation of Todoist for task management and project coordination.
- Coordination with clients to define optimal installation locations and technical requirements.

Network & Data Integration

- Connection of non-connected devices using sensors and microcontrollers.
- Development of 24/7 display systems (hardware setup, BIOS configuration, JavaScript scripting).

Customer Support Systems

- Implementation and management of Zendesk for customer support operations.
- Configuration of Microsoft Teams IVR systems for optimized call routing and service efficiency.

Technical Support & Documentation

- Remote and on-site troubleshooting and customer assistance.
- Creation of user guides, technical documentation, and system diagrams.

Project Participation & Training

- Active participation in project meetings and regular progress reporting.
- Training sessions for clients, end-users, and new collaborators.
- Ability to work autonomously with strong organizational and analytical skills.

IT Engineer (Apprentice)

FORVIA FAURECIA SEATING, 25490 Allenjoie (FRANCE)

IT Solutions Deployment :

- Set up network infrastructures for smart factories (Industry 4.0).
- Configured and optimized VLANs and Cisco switches for production lines.

Incident Management :

- Provided Level 1 and 2 IT support (networks, servers)
- Coordinated complex incident resolution with local and remote teams.

Proactive Maintenance and Monitoring :

- Monitored networks using CheckMK and Zabbix.
- Analyzed network performance and applied necessary fixes.

Founder & Web Developer

SF Tech (FRANCE)

- Digital transformation of businesses through cloud solutions and online strategies.
- Developed customized websites and mobile applications.

SEPTEMBER 2021
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AUGUST 2024

MAY 2024
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NOVEMBER 2025