

Riza KORKUSUZ

IT Support Technician

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SUMMARY

IT Support Technician with experience providing Tier-1 and Tier-2 technical support in academic and government environments. Skilled in troubleshooting Windows systems, basic Linux environments, and network connectivity issues (TCP/IP, DNS, DHCP, VPN). Experienced in ticket-based support, hardware installation, and user account management. CompTIA Security+ certified with strong documentation and problem-solving skills.

SKILLS

Operating Systems:

- Windows 10/11, macOS, Linux (basic command line)

Networking:

- TCP/IP, DNS, DHCP, VPN troubleshooting

Support:

- Help Desk & Service Desk support
- Hardware & peripheral troubleshooting
- Software installation & configuration
- User account setup & password resets
- Ticket documentation & reporting

CERTIFICATES

- CompTIA Security+

EDUCATION

- Master of Science in Computer Engineering (With Thesis) — Trakya University
- Bachelor of Science in Faculty of Engineering/Computer Engineering — Trakya University
- Bachelor of Science in Faculty of Technical Education/Electronic, Computer, Control — Marmara University
- High School in Computer Hardware Program — Vocational and Technical Anatolian High School

PROFESSIONAL EXPERIENCE

IT Systems & Support Analyst

Trakya University (Public University) — Mar 2022 – Jan 2024

- Provided Tier-1 and Tier-2 technical support via phone, walk-in, and ticketing system
- Troubleshot hardware, software, and network connectivity issues
- Managed Active Directory user accounts and password resets
- Installed and configured workstations and peripherals
- Documented troubleshooting steps and maintained ticket updates
- Escalated advanced issues to senior technical teams

IT Support Specialist

Ministry of National Education (Government) — Dec 2010 – Mar 2022

- Delivered onsite desktop and classroom IT support
- Installed and maintained Windows systems, projectors, and network-connected devices
- Assisted with login issues and user account setup
- Maintained hardware inventory and ensured operational continuity
- Followed structured support procedures in a government environment

PROFESSIONAL DEVELOPMENT & INDEPENDENT SECURITY STUDY

CYDEO | Cyber Defense Bootcamp — Oct 2024 – Oct 2025

- Performed hands-on labs in system support and cybersecurity
- Conducted network diagnostics and endpoint security assessments
- Practiced incident handling and documented remediation steps
- Built a virtual lab (VirtualBox, Kali Linux) to perform network scanning (Nmap) and packet analysis (Wireshark)
- Earned CompTIA Security+ certification

PROJECTS

- Performed security control checks for networked systems (access, logging, endpoint status) and documented remediation steps
- Executed basic risk and impact assessments for configuration changes, supported change validation and rollback readiness
- Simulated incident scenarios in lab environments to practice containment steps, evidence notes, and reporting
- Code TJBOT with AI — IBM-supported cybersecurity and AI coding project.
- Coordinated the Erasmus+ K122 Vocational Education Student Mobility project titled “Informatics for Sustainable Development!”.
- Collaborated with the Technology Development Foundation on the “Build Tomorrow” project, realizing “Smart Cradle” and “Smart Wheelchair” projects. IoT-based assistive systems under Tech Foundation
- Participated in EU Code Week events organized by the European Schoolnet on behalf of the European Commission.
- Developed a mask control application project using artificial intelligence and machine learning.
- Directed the Youth Projects Support Program “For Autism Participation in Coding” project.

SCIENTIFIC STUDIES-PUBLICATIONS

- Research Paper; [KORKUSUZ, R., CARUS, A. \(2020\), Real Time Sentiment Analysis of Tweets about Football Matches, European Journal of Science and Technology Special Issue, 01\(01\), 386 - 396.](#)
- Master Thesis; [KORKUSUZ, R. \(17/07/2019\), Sentiment Analysis Of Twitter Shares On Football In Twitter Trakya University Institute Of Natural Sciences Computer Engineering Department.](#)
 - Big Data, Data Mining, Machine Learning, Classification Algorithms, Real Time Sentiment Analysis
- Invited Speaker; [KORKUSUZ, R. Safe Internet Use, Istanbul Medeniyet University, Cyberbullying and Child Panel in Collaboration with the Project on Combating Cyberbullying, 2021 \(Online Panel\).](#)

LEADERSHIP/SOCIAL SKILLS & AWARDS

- Certificate of Appreciation - (Reason for Issue: Diligence - Issued by: Provincial Director of National Education)
- Certificate of Achievement - (Reason for Issue: Diligence - Issued Authority: Governorship)
- Certificate of Achievement - (Reason for Issue: Diligence - Issued by: Minister)
- Founding member of “Artificial Intelligence Consortium”
- Certificate of Outstanding Achievement - (Granted Reason: Diligence - Issued by: Governor's Office)
- The Driverless Mini Autonomous Competition, the second place in the driverless mini autonomous competition.
- The fourth place in the line follower robot category in the line follower robot competition.
- Founding member of “For My Country Turkey Artificial Intelligence Consortium”
- Teknofest Unmanned Underwater Systems Competition
- Refereeing In Teknofest Aerospace and Technology Festival Competitions.