

# Batuhan Sami Boran

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Turkish Armed Forces – Military Service 2021 - 2022 | linkedin.com/in/batuhan-boran-320b311b7

## SUMMARY

A technical support professional with extensive experience providing expert-level assistance to enterprise clients across complex software and hardware environments. Skilled in troubleshooting multi-layered technical issues, conducting root cause analysis, and delivering solutions using appropriate technical communication for diverse audiences. Experienced in database management, Linux systems, cloud platforms (AWS/GCP), and maintaining critical system uptime for large-scale operations. Strong background in customer communication, technical documentation, and collaborating with development teams to resolve complex issues and implement system improvements.

## PROFESSIONAL EXPERIENCE

### Technical Support Specialist (Remote)

Call Center Studio

07/2023 – present  
İstanbul, Turkey

- Provided expert Tier-3 support for a multi-cloud (AWS/GCP) SaaS platform serving over 200 B2B firms, consistently resolving 95% of infrastructure issues within SLA targets.
- Ensured service integrity for enterprise clients by diagnosing and resolving complex VoIP/SIP protocol-level issues, managing vendor escalations, and troubleshooting critical service outages.
- Architected and implemented automation workflows using n8n and Jira, reducing manual support tasks by 40% and improving first-response SLA compliance from 70% to over 90%.
- Improved developer productivity and team efficiency by creating and maintaining a centralized API documentation library in Postman and developing comprehensive knowledge base articles in Jira.
- Collaborated directly with clients on implementation and integration projects, ensuring technical solutions for call routing, and workflows met their specific business requirements.

### IT Specialist

TUI Magic Life Jacaranda Hotel

09/2022  
Antalya, Turkey

- Improved network uptime and service quality across a 200+ room hotel by configuring and troubleshooting Cisco and Aruba network hardware, ensuring seamless connectivity for guests and staff.
- Maintained operational readiness of all IT systems, including servers, POS terminals, and workstations, through proactive monitoring and rapid-response technical support.

## PROJECTS

### AI-Powered Support Ticket Automation (n8n, OpenAI)

- Architected a zero-touch workflow to classify 200+ daily support tickets with over 85% accuracy, reducing the manual support workload by 40% and improving first-response SLA compliance from 70% to over 90%.

### Cost-Optimized Incident Management Automation (n8n)

- Engineered a custom incident escalation system to replace Atlassian Opsgenie, achieving a 70% cost reduction (over \$8,000 in annual savings) while cutting emergency response times from 15 minutes to under 5 minutes.

### API Documentation & Integration Platform (Postman, Zoho)

- Developed a centralized Postman collection for 50+ API endpoints, improving developer productivity. Built a Zoho-PBX integration that ensured 99.9% call routing reliability during maintenance periods.

## SKILLS

- AWS (EC2, S3, VPC), Google Cloud Platform (GCP)
- Jira, Salesforce, Grafana , Github
- VoIP, SIP, TCP/IP, Wireshark, DNS, DHCP
- MongoDB/SQL
- API debugging, Log analysis, Root cause analysis
- Python , C#
- n8n , Postman

## CERTIFICATIONS

- TOEIC
- IBM Business Analyst
- Microsoft IT Support Specialist
- Data Visualization and Dashboards with Excel and Cognos
- AWS Cloud Technical Essentials
- AWS Cloud Practioner

## LANGUAGES

English  
TOEIC - B2

● ● ● ● ●

Turkish  
Native

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## EDUCATION

### Bachelor's degree

Mehmet Akif Ersoy University

01/2017 – 06/2021 | Turkey

Management Information Systems

## CORE COMPETENCIES

- B2B SaaS & Cloud Support (AWS/GCP)
- VoIP/SIP & Network Analysis
- Process Automation & Cost Reduction
- API Integration & Documentation
- SLA Management & Incident Response