ENES AYDIN

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SUMMARY

Computer Engineering graduate specialising in cybersecurity, currently running enterprise IT operations at Lumen Technologies across two international client accounts. Daily hands-on work in ServiceNow, Active Directory and Entra ID, backed by prior security experience in endpoint protection, vulnerability assessment and policy enforcement. Building toward SOC and vulnerability management work.

SKILLS

Security: SIEM & log analysis, EDR (ESET), endpoint hardening, vulnerability assessment, security policy & compliance, Wireshark, incident reporting

IT Operations: ServiceNow, Active Directory, Entra ID, Microsoft 365, Windows Server, Linux, remote support tooling, incident & request management

Programming & Scripting: Python, Java, SQL, Bash

Languages: English (C2), Turkish (native), Polish (B2), Russian (A2)

PROFESSIONAL EXPERIENCE

IT Operations Technical Support I (L1 Service Desk) | Lumen Technologies Solutions Poland *Jun 2026 – Present*

Warsaw, Poland (remote)

- Resolve 120+ incidents and service requests per week across 20+ client sites in ServiceNow, sustaining 95%+ SLA compliance at an average handling time of 12 minutes.
- Manage identity and access operations in Active Directory and Entra ID: account provisioning and deprovisioning, group membership, MFA enrolment and password resets under least-privilege principles.
- Troubleshoot Windows endpoints, Microsoft 365 services and remote-access tooling; identify security-relevant events such as suspected phishing and endpoint alerts and escalate to the appropriate teams.
- Support two enterprise accounts in parallel, Mativ (international manufacturing) and Enercare Home Services, on a shift aligned to North American business hours, coordinating directly with distributed users and escalation teams.

Cyber Security Analyst | Turka Invest *Nov 2023 – Oct 2024*

Warsaw, Poland

- Drafted and enforced security policies across multiple teams, cutting recurring security incidents by 75% and raising adherence to internal controls.
- Ran vulnerability assessments and internal penetration tests, documenting findings, risk ratings and remediation steps for management.
- Deployed and administered ESET endpoint protection and EDR across all managed devices, maintaining 100% patch and signature compliance.
- Produced incident reports and supported ISO 27001-aligned documentation and compliance work.

PROJECTS & LEADERSHIP

Co-founder & CEO | Clubify, SaaS platform for student organisation management *2026 – Present*

- Lead a three-person founding team building a subscription platform for university clubs; responsible for product direction, go-to-market and commercial structure.

Club President & Representative | Europe Student Society, Vistula University *Jun 2023 – 2026*

- Grew the society from zero to 275+ student members, directing an executive board of 10 and a 17,000+ PLN budget across 80+ cultural, academic and social events.

Home Lab & Technical Projects

- Deployed and secured a static website on AWS S3 with access policies and HTTPS; built Cisco Packet Tracer labs covering VLANs, trunking and IPv6 SLAAC; regular CTF participation.

EDUCATION

B.Sc. Computer Engineering, Cybersecurity Specialisation | Vistula University, Warsaw *2026*

GPA 4.82 / 5.00. Thesis: *"Securing Computers in Small-Sized Enterprises: A Framework for Threat Detection and Mitigation"*

International Baccalaureate Diploma | Thames British High School, Warsaw *6.2 / 7*

CERTIFICATIONS

CompTIA Security+ | in progress *2026*

Google Cybersecurity Certificate | Coursera *2024*

Splunk Search Expert 101, 102 & 103 | Splunk *2024*

Cybersecurity Roles, Processes & Operating System Security | IBM *2024*

Network Security Support Fundamentals | CompTIA *2024*