ENES AYDIN

Warsaw, Poland | enes.aydin.bsns@gmail.com | linkedin.com/in/enes-aydin-

SUMMARY

Support analyst with enterprise service-desk and security-analysis experience, supporting non-technical users of business-critical software under strict SLAs. Handle 120+ incidents and requests per week in ServiceNow across 20+ client sites, working tickets end to end: gather requirements, reproduce the issue, analyse root cause, apply or configure a workaround, verify it myself, and document it before escalating. Computer Engineering graduate (cybersecurity specialisation), fluent English (C2), available for weekend-inclusive coverage.

CORE STRENGTHS

- **Customer support:** phone, email, chat and self-service portal support; incident and request management; SLA and priority handling; escalation management; communicating clearly with non-technical users.
- **Service management:** ServiceNow (incidents, requests, queues, reporting), ITIL-aligned workflows, ticket triage and routing, knowledge base authoring, support documentation and handover notes.
- **Problem & requirements analysis:** issue reproduction, root-cause investigation, log and event analysis, translating customer wording into product terminology, writing engineering-ready escalations.
- **Technical:** Windows Server and desktop, Linux, Microsoft 365, Active Directory, Entra ID, SaaS platform administration and configuration, remote-support tooling, SQL, Python, Bash, Wireshark, ESET EDR.
- **Languages:** English (C2), Turkish (native), Polish (B2), Russian (A2).

PROFESSIONAL EXPERIENCE

IT Support Analyst (Service Desk) | Lumen Technologies Solutions Poland *Jun 2026 – Present*

Warsaw, Poland (remote) — shift aligned to North American business hours

- Resolve 120+ incidents and service requests per week for non-technical business users across 20+ client sites, sustaining 95%+ SLA compliance at a 12-minute average handling time via phone, email and the ServiceNow self-service portal.
- Support two enterprise accounts in parallel — Mativ (international manufacturing) and Enercare Home Services — building account-specific knowledge of their systems, user base and recurring issues to speed up future interactions.
- Analyse reported problems to determine the actual cause rather than the reported symptom; test and confirm every workaround myself before asking the customer to validate it, which keeps reopened tickets low.
- Administer identity and access in Active Directory and Entra ID: provisioning and deprovisioning, group membership, MFA enrolment and password resets under least-privilege rules.
- Investigate and document findings before escalating — escalations carry reproduction steps, affected users and systems, links to the relevant records, and a translation of the customer's wording into internal terminology.
- Contribute new and corrected knowledge base articles from resolved tickets, and flag recurring issues and product friction back to the responsible teams.
- Coordinate with infrastructure, network and application teams on cross-team issues, staying the customer's point of contact and tracking the issue to resolution instead of handing off and closing.

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

Warsaw, Poland

- Acted as the internal point of contact for security questions and incidents across multiple non-technical teams, explaining findings and required actions in plain business language.
- Drafted and rolled out company-wide security policies, cutting recurring incidents by 75% through user education and enforced controls.
- Ran vulnerability assessments and internal penetration tests, then produced written findings with risk ratings, reproduction detail and step-by-step remediation guidance for management and IT.
- Deployed and administered ESET endpoint protection and EDR across all managed devices, maintaining 100% patch and signature compliance and handling day-to-day user issues with the agent.
- Produced incident reports and maintained ISO 27001-aligned documentation reused as internal reference material.

PRODUCT & PROJECT EXPERIENCE

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

- Lead a three-person team building a subscription SaaS product: gather requirements from real users, turn them into prioritised feature work, configure and test the platform, and handle onboarding and support directly — the same requirements-to-configuration-to-support loop this role runs on.

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

- Grew the society from zero to 275+ members, directing a 10-person board and a 17,000+ PLN budget across 80+ events; first escalation point for members, partners and university staff.

Home Lab & Technical Projects *Ongoing*

- Deployed and secured a static site on AWS S3 with access policies and HTTPS; built Cisco Packet Tracer labs covering VLANs, trunking and IPv6 SLAAC; regular CTF participation — self-directed learning of new tooling through experimentation.

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 (2024) · IBM Cybersecurity Roles, Processes & Operating System Security (2024) · CompTIA Network Security Support Fundamentals (2024)