

ADEM SAHIN

IT INFRASTRUCTURE & OPERATIONS MANAGER

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EXECUTIVE SUMMARY

IT Infrastructure & Operations Manager with 9+ years of experience designing, deploying, and managing enterprise IT environments across multiple locations. Career track record of steadily increasing scope — from hands-on technical delivery to full ownership of infrastructure strategy, security, budget, and multi-site teams. Currently directing IT operations for 1,320+ users and 1700+ devices; over the course of my career I have supported 6000+ end users and 4500+ devices in total, delivered 30+ infrastructure projects across multiple organizations, and built and led high-performing technical teams. Every engagement is guided by a commitment to stability, security, performance, and long-term maintainability.

CORE COMPETENCIES

IT Strategy & Leadership · Infrastructure Planning & Operations · Active Directory & Group Policy · Windows Server (2012/2019/2022) · Virtualization (VMware/Hyper-V) · Cloud Administration (Microsoft 365, Google Workspace) · Enterprise Networking (LAN/WAN, TCP/IP, VPN, VLAN) · UniFi Wireless Infrastructure · Cybersecurity & Risk Management · Backup & Disaster Recovery · CCTV & Physical Security Systems · IT Asset & Inventory Management · Vendor & Contract Management · Procurement & Budget Control · Team Leadership & Mentoring · Digital Transformation · ITIL-Aligned Service Delivery · IT Project Management

PROFESSIONAL EXPERIENCE

IT & Systems Management Executive

2024 – Present

IHSAN International Schools | Istanbul, Turkiye

- Direct end-to-end IT operations for 350+ users and 300+ managed devices across all campuses, sustaining 99%+ system uptime.
- Set infrastructure strategy and governance at the institutional level, modernizing network, server, and endpoint architecture to support growth and digital learning.
- Own Microsoft 365 and Google Workspace administration end-to-end, including identity and access management, security policy, and collaboration tools organization-wide.
- Lead security and backup/disaster-recovery programs that cut data-loss risk and protect continuity of academic and administrative systems.
- Oversee the device and Chromebook fleet, smartboard and acoustic-systems upkeep, and IT asset inventory, raising classroom technology reliability.
- Resolve escalations from staff, students, and parents, driving measurable improvements in support response time.
- Manage vendor relationships and IT procurement, negotiating terms that balance cost efficiency with service quality.

IT Manager

2022 – 2024

Harvest International Schools | Istanbul, Turkiye

- Owned IT strategy and process improvement across E-School, Edupage, server administration, network, HMM, and Google Admin platforms.
- Directed activation and configuration of the Odoo ERP system, improving cross-departmental reporting accuracy and administrative workflow.
- Led a multi-discipline technician team delivering campus infrastructure projects: structured cabling, CCTV, fire-alarm, and audio/acoustic systems.
- Built and mentored the help desk engineering team through technical training and performance evaluation, strengthening first-line support capability.
- Cut unnecessary IT expenditure by optimizing equipment utilization across the school estate while holding service-level targets.
- Kept servers, network, surveillance cameras, and end-user devices continuously available for mission-critical operations.

IT Manager

2021 – 2022

VandyVellucci | Istanbul, Turkiye

- Set IT infrastructure strategy and standardized operating processes across server administration, networking, and Google Admin for the organization.
- Cut average issue-resolution time by redesigning IT support workflows and escalation paths.

- Streamlined device procurement and equipment lifecycle management through closer supplier coordination.
- Rolled out security and backup procedures that strengthened data protection across organizational systems.
- Managed device and Chromebook fleets and oversaw smartboard deployment, reducing classroom technology downtime.
- Raised user satisfaction through proactive support and ongoing performance monitoring.

Technical Support Specialist

2020 – 2021

Hayat Group | Istanbul, Turkiye

- Kept servers, network infrastructure, printers, and the Odoo ERP system running reliably for daily business operations.
- Helped shape overall IT infrastructure strategy and introduced standardized processes that improved operational efficiency.
- Strengthened data protection by implementing security and backup procedures for organizational systems.
- Coordinated between the IT department and external suppliers on device procurement and lifecycle planning.
- Supervised technicians building core network and systems infrastructure.

Technical Executive Director

2017 – 2020

Crystal Technologies | Istanbul, Turkiye

- Led IT infrastructure projects end-to-end for external clients, from technical proposal writing through delivery and contract close-out.
- Owned client relationships and partnership strategy, aligning technical solutions with each client's business needs.
- Designed and deployed network infrastructure — racks, patch panels, structured cabling, wireless access points, routers, and switches — across multiple client sites.
- Administered Windows Server 2008 environments (Active Directory, Group Policy, DNS, DHCP, file and print services), safeguarding stability and security for client operations.

IT Help Desk Engineer & Maintenance Department Responsible

2016 – 2017

IUR International University | Istanbul, Turkiye

- Resolved front-line end-user issues across applications, Active Directory, DHCP, and file-server environments, directly improving user productivity.
- Diagnosed and fixed network, local printer, hardware, e-mail, and LAN access issues for university staff and students.
- Built and maintained physical network infrastructure — racks, patch panels, cabling, wireless access points, routers, and switches.
- Provided hands-on maintenance for servers, smartboards, surveillance cameras, laptops, desktops, and Chromebook devices.
- Managed digital signage content for elevator and campus announcement screens, ensuring timely, accurate communication.

TECHNICAL SKILLS

- Server & Identity: Windows Server 2012/2019/2022, Active Directory, Group Policy, DNS, DHCP
- Virtualization & Cloud: VMware, Hyper-V, Microsoft 365, Google Workspace, Google Admin Console, Chromebook Enterprise
- Networking & Security: LAN/WAN, TCP/IP, VPN, VLAN, UniFi Wireless, Network Security, Cybersecurity, Backup & Disaster Recovery, CCTV
- IT Operations & Tools: Odoo ERP, IT Asset Management, Vendor Management, ITIL Concepts, Smartboards, IT Project Management

PROFESSIONAL ACHIEVEMENTS

- Scaled IT support model to reliably serve 350+ end users and 300+ devices across multi-site school operations.
- Modernized infrastructure strategy at three organizations, improving system reliability, security posture, and cost efficiency.
- Built and led technical teams — help desk engineers and infrastructure technicians — raising first-line resolution rates through structured training and evaluation.
- Implemented standardized backup and disaster-recovery protocols across multiple employers, reducing data-loss risk.
- Delivered network infrastructure projects (cabling, wireless, CCTV, fire systems) for educational and corporate clients on time and within scope.

EDUCATION

Bachelor of Science in Computing & Security Technology

Technology and Information University, New Cairo, Egypt — Graduated July 2015

TRAINING, CERTIFICATIONS & LANGUAGES

Training: Project Management Foundations

Languages: Arabic — Native | Turkish — Fluent | English — Intermediate