

Timur GÜVEN

16/08/1991 – 33 Years old

Swiss resident – C Permit

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Driving license – Single

EDUCATION

November 2023	Certified Security Blue Team Level 1
June 2022	Cisco Certified Network Associate (CCNP)
July 2021	Cisco Certified Network Associate (CCNA)
December 2020	Fortinet Network Security Expert 3 (NSE3)
July 2020	Certificate of Proficiency Nessus Tenable
July 2020	Certified Ethical Hacker Master (CEH v10 + Practical)
March 2020	Microsoft Modern Desktop Administrator Associate
October 2019	Splunk 7.x Fundamentals
July 2017	ITIL v3 Foundation
June 2013	Bachelor – Network and Telecommunications – Administration and Security of Enterprise Networks
June 2012	DUT – Computer sciences
June 2009	BAC – STI Electrotechnical

EXPERIENCES

September 2023 – Today	Monitoring Engineer - Union Bancaire Privée/Sword Services <ul style="list-style-type: none">• Deployment and management of monitoring tools to ensure IT infrastructure availability and performance• Expertise in Nimsoft (UIM), Spectrum, and other supervision tools for critical infrastructure monitoring• Key performance indicator tracking (CPU, RAM, DISK) and proactive anomaly detection• Configuration of critical alerts, threshold management, and system optimization to reduce false positives• Scripting (PowerShell, Bash, etc.) to automate recurring monitoring tasks and improve responsiveness• Creation and customization of dashboards for real-time system status visualization (UIM/Nimsoft) and automated reporting (TIBCO Jaspersoft)• Rapid incident diagnosis and collaboration with technical teams for swift service restoration• Log monitoring (logmon) for applications and systems with filtering and analysis rules to detect anomalies• SQL response probe usage for database performance monitoring and alerting on threshold breaches• Participation in migration and update projects for monitoring tools, including configuration and management of new versions• Complete autonomy in monitoring activities since the Team Lead's departure
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March 2023 – **IT Batch Analyst – Union Bancaire Privée/Sword Services**

September
2023

- Batch job supervision and execution, scheduling, and system monitoring for error-free processing
- Batch process automation to optimize efficiency and reduce execution times
- Detection, analysis, and resolution of batch processing incidents
- Incident reporting and long-term solution proposals to prevent recurrence
- Proficiency in batch management tools such as Control-M
- Clear technical documentation for batch processes
- Collaboration with development, operations, and support teams to solve complex batch processing issues

August 2021 **ICT System Engineer – Rolex/Swisscom**

– February
2023

- Exchange (Mailbox creation/shared mailbox/distribution groups, rights management, whitelisting)
- Proxy (Rule creation/modification, troubleshooting, whitelisting)
- Firewall Checkpoint/Guardicore (Rule creation/modification, troubleshooting)
- AD/DHCP/DNS
- Server access rights management
- Monitoring Patrol/Zabbix (Agent installation, troubleshooting)
- Daily operations control (Dynatrace, Splunk, SolarWinds)
- Post-patching server control (Windows/Linux)
- On-call service with Mobicall
- Telecom coordinator role

July 2018 – **System & Network Engineer – Darest Informatic SA**

July 2021

- Vulnerability research and patching
- Phishing campaign
- Access Management (Active Directory)
- Remote and On-site support
- Incident management (ITIL)
- HP and Lenovo hardware repair
- PC installation and maintenance (Windows 7, Windows 10)
- Hardware and Software support
- Monthly proactivities
- Installation, configuration, and maintenance of servers (Windows Server 2019, DHCP, DNS, File Server, Print Server, Hyper-V, iLO)

June 2016 – **IT Global Service Desk Agent - Union Bancaire Privée/Darest Informatic SA**

July 2018

- IT Global Service Desk Agent
- Access Management (Active Directory, Workflows)
- Network & Sec Coordinator
- Ticket creation
- Incident Management (ITIL)
- First level problem solving with remote control
- Sending of communication concerning the changes, incidents, or information
- Work in collaboration with level 2 and 3 teams
- Development of scripts/macros for the Service Desk team (VBA, PowerShell)
- VIP Support: 24/7
- On-call duty on holidays and weekends
- Teamwork (8 direct colleagues)
- Banking concepts
- International environment: Use of English on a daily basis, both orally and in writing
- Development of an Access database to automate Sanity Checks (VBA)
- Contribution to the improvement of the Service Desk (Busylight installation, improvement of the Automatic Call Distributor screen)

- Oct. 2013 – March 2015 **Horus Digital Solutions**
- Software and Hardware support (private customers and business)
 - Web development PHP/MySQL/JavaScript/HTML
 - Consulting and sale of IT equipment
 - Installation of IT equipment (PC, Servers, IP Cameras), on-site and in Datacenter
- Oct. 2012 – Oct. 2013 **Veka**
- Management of the company's IT equipment (120 PC)
 - Migration of 120 PC to Windows 7
 - Development of an Access database
 - Daily user assistance (Level 1 and 2 Helpdesk)
 - Deploying LANDesk Management Suite
- April 2012 - June 2012 **Union Bancaire Privée**
- Intern at IT department
 - Investment proposal tool migration
 - Access, VBA, Oracle

SKILLS

Certificates	Security Blue Team Level 1 Fortinet NSE 1, 2 & 3 CEHv10 CEH Practical Nessus Tenable Cisco CCNA/CCNP ITIL v3 Foundation Microsoft Modern Desktop Administrator Associate
Network/Systems	NAS, VMWare, vSphere, ESXi, Hyper-V, DHCP, DNS, iLO, Cisco, Switch, Routeur, TCP/IP, VLAN, WAN, Modèle OSI, Active Directory
Softwares	Nessus, Metasploit, Splunk, Nmap, Microsoft Office 365, InTune, Exchange, OneDrive, Veeam, AirWatch, BMC Remedy, Bomgar, SCCM, ServiceNow, ConnectWise, LANDesk, Lotus Notes, Jira, Control-M, Nimsoft, Spectrum, Power BI, Jaspersoft
Operating Systems	Windows (Client and Serveur), Linux (Kali, Ubuntu, RedHat), Mac OS
Databases	MSSQL, MySQL, Oracle, PostgreSQL, Access
Programmation languages	PHP, SQL, HTML, CSS, VBA, PowerShell, C, JAVA, Python, JavaScript, Shell

LANGUAGES

French	Mother tong
English	Fluent
Turkish	Fluent

HOBBIES

High-Tech general culture, Cyber Security, Insomni'Hack, Try Hack Me