

Ömer Gök

IT Service & Support Engineer (2nd Level) · Transport Logistics

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Profile

IT Service & Support Engineer keeping business-critical ERP, WMS and TMS systems stable in transport logistics — technical fault analysis, root-cause work and automated monitoring. Currently completing a B.Sc. in Business Information Systems, and self-studying reverse engineering, exploit development and Linux.

Experience

IT Service & Support Engineer (2nd Level)

Current

Transport Logistics

- Operate, analyse and optimise productive ERP, WMS and TMS systems in transport logistics
- Technical fault analysis across logs, SQL queries, XML data and interfaces
- Root-cause analysis and coordination with 3rd level support, development and external partners
- Support rollouts, deployments and change requests, including test and validation
- Build and maintain automated monitoring and reporting solutions for process and error analysis
- Handle incidents, problems and service requests following ITIL; document in Confluence

IT Business Engineer

Short-term

Logistics Software

Focused stint in a business-analysis role; stepped back to prioritise finishing my B.Sc.

- Analysed and structured business requirements for a logistics application
- Wrote user stories, acceptance criteria and investigation tickets; aligned with stakeholders
- Analysed logistics processes and data dependencies (orders, delivery status, tour planning)
- Accompanied development from concept through testing to acceptance (Jira, Confluence)

Controller

Earlier

Finance & Controlling

- Built automated reporting and analysis processes; data modelling and QA of ERP data and KPIs
- Developed ad-hoc analyses for process and assortment optimisation
- Supported forecasts, dashboards and management reports; interface between Finance, Purchasing and Sales
- Tools: Excel (PowerQuery, PowerPivot, Pivot), ERP systems, first SQL queries, data visualisation

Project & Quality Management

Background

Earlier experience

- Project coordination and quality assurance across cross-functional processes

Skills & toolbox

Operations & logistics: ERP · WMS · TMS · SQL · XML · Interfaces/APIs · Monitoring · ITIL · Excel (PowerQuery/PowerPivot)

Security & reverse engineering: Linux · radare2 · Ghidra · gdb · Python · Binary analysis · CTFs

Ways of working: Jira · Confluence · Root-cause analysis · Requirements · Testing · Documentation

Currently learning

Reverse engineering · Exploit development · Linux internals · Binary exploitation · CTF challenges — self-directed, hands-on.

Education

B.Sc. Business Information Systems — ongoing