

BEDIRHAN GÖNÜL

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EDUCATION

Bachelor of Science in Information Systems - Brooklyn College, CUNY (2017 - 2021)

SKILLS

Programming - Java, Linux, Powershell, Python, SQL

Tools - Atlassian (Jira/Wiki/Bitbucket), Tableau, Azure, MS Intune, Active Directory, ITRS Geneos, Failover Cluster Manager, PDQ Deploy, Ctrl-M Orchestrator, Service Now, Cutover

Expertise - System Resiliency, Root Cause Analysis, System Resiliency, Infrastructure Management, Performance Optimization, Service Reliability, Monitoring & Observability

EXPERIENCE

Production Engineer, Barclays - Whippany, NJ (May 2023-Present)

- Supporting a high-frequency trading environment ensuring availability, performance, & reliability of mission-critical critical infrastructure linked to all of our distributed service components.
- Lead for creating & maintaining enterprise observability solutions using Tableau, ITRS Geneos, & Elastic dashboards delivering real-time monitoring for our Credit products such as MBS/TRS/CDS.
- Driving continuous improvement initiatives by identifying & streamlining inefficiencies in legacy processes allowing our collaborating teammates to take on additional responsibility with the aim of further toil reduction.
- Working in a 24/7 global production support environment overseeing start-of-day production system readiness for Singapore & Tokyo offices while covering end-of-day trading operations for North America & Europe.
- Responsible for coordinating weekly issue & change management discussions with developers for recurring issue tracking & the long term fixes being built for the production environment.

Application Support Analyst, JP Morgan - Houston, TX (Jan 2022-May 2023)

- Provided end-to-end production support for Equities & Derivatives trade risking applications.
- Managed overnight market data processing across global trading regions, ensuring successful calculation for on-time delivery of critical risk data in accordance with strict SLAs.
- Performed real-time trade floor support by collaborating directly with traders to investigate & resolve system discrepancies to maintain accurate intraday pricing for trading operations.
- Supported application owners during production incidents, planned maintenance windows, & data center migration events by coordinating ticket resolution ensuring application system readiness.

IT Intern/Consultant, IEX - World Trade Center, NY (June 2019-Nov 2021)

- Partnered with senior Systems Administrators to troubleshoot internal infrastructure, hardware, & software issues.
- Coordinated with third party vendors to resolve end user device issues such as hardware repair & replacements.
- Responsible for user device building, account management, & creating documentation for technical FAQs.
- Maintained IT asset inventory tracking hardware deployments & replacements.

Club Volunteer – Tech Team, NYC Dept. of Education (2015-2017)

- Learned computer repair by helping maintain school devices to functional standards.
- Overhauled outdated equipment while managing the creation of a new inventory system during the process.
- Provided technical assistance to school teaching staff in all departments on the proper use of devices.