

HALIL EFE SONMEZ

TECHNICAL SUPPORT ENGINEER

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EU Citizen

Lisbon, Portugal

WORK EXPERIENCE

Cloudflare | Technical Support Engineer

July 2025 - Present | Lisbon, Portugal

- Resolved **80%** of network errors by analyzing logs in **Grafana** and **Kibana** and tracing routing paths with **MTR** and **traceroute**, identified bottlenecks and misconfigurations, restoring service functionality and reducing repeat incidents by **25%**.
- Performed advanced **DNS** and **SSL/TLS** diagnostics using **dig**, **curl**, **whois**, and **OpenSSL**, addressing configuration conflicts and certificate validation issues to ensure secure, uninterrupted operations.
- Managed and resolved customer tickets in **Salesforce** Lightning, coordinating with engineering teams on **P1/P2** incident resolutions, reviewing logs and code changes in **Git** to confirm fixes and expedite restoration of critical network and security services.

Paddle | Technical Support Specialist

April 2025 - July 2025 | Lisbon, Portugal

- Resolved **200+** weekly support tickets in **Kustomer CRM**, performing in-depth domain analysis to assess **DNS** and **TCP** readiness for payment integrations, ensuring merchant domains met security and compatibility requirements.
- Mitigated advanced **API** integration challenges, including webhook delivery failures with **Stripe** and **PayPal**, by conducting detailed payload analysis and implementing corrective configurations to ensure reliable event notifications and uninterrupted payment workflows.
- Managed the escalation process for critical FinTech incidents, collaborating with engineering teams to fix high-impact web services API and invoicing issues, reducing integration downtime and improving satisfaction rates.

European Medicines Agency | IT Support Specialist

May 2024 - March 2025 | Lisbon, Portugal

- Assisted in managing and triaging **100+** support tickets weekly on **ServiceNow**, **Jira** and **Confluence** by utilizing tagging protocols and **knowledge bases**, creating escalation paths for the L3 line, resulting in a **89%** increase in resolution rate and ensuring compliance with **KPIs**.
- Provided extensive support in **Microsoft 365** platforms, **Microsoft OS** and several portals, utilizing **Azure Active Directory** and **Bomgar** by reconfiguring and troubleshooting complex problems, actively resetting passwords, and configuring security measures such as **MFA**, managing IT assets using **Intune**, contributing to a **90%** reduction in security-related incidents.
- Utilized **ITIL** to manage and resolve database issues by using **SQL scripts** on **DBeaver** to fetch and analyze data from the **Oracle servers**, addressing endpoint user queries for several clinical portals and enhancing data accuracy and user satisfaction.

Meta Platforms Inc. | Technical Support Specialist

Oct. 2023 - May 2024 | Lisbon, Portugal

- Achieved a **35%** reduction in average query resolution time by streamlining troubleshooting methodologies and leveraging in-depth knowledge of Meta platforms of **Facebook** and **Instagram**.
- Assisted in handling **50+ B2B** and **B2C** user cases weekly, maintaining a **93%** customer resolution rate within average handle time (**AHT**) and customer resolution time (**CRT**) timelines, while achieving to a **90%** increase in bug detection efficiency by actively identifying and escalating product issues, enhancing the Meta platforms reliability.
- Implemented tagging protocols that improved QA team analysis efficiency by **30%**, positively impacting overall market resolution rates for Meta platforms while collaborating closely with **cross-functional** teams to troubleshoot and resolve complex technical issues.

Universidad de Almería | Web Content Developer, Intern

Sept. 2022 - March 2023 | Almería, Spain

- Led the creation and integration of dynamic website content using **HTML**, **CSS**, **JavaScript**, and **Python (Django)**, incorporating external data via **APIs** to enhance site functionality and improve user engagement.

SUNNY Atmaca Electronics Inc. | Software Engineer, Intern

Sept. 2021 - Oct. 2021 | Istanbul, Turkey

- Built a dynamic e-commerce web app for SUNNY products leveraging Python, **Django**, and **SQLite3**. Performed **CRUD** operations and ORM for carrying out user-side modifications on database models. Deployed the web app on a **VPS Linux** server which optimized the performance with **Nginx** and connected to **Amazon S3** bucket that reduced server storage for static files by **87%**.

EDUCATION

BSc. in Electrical and Electronics Engineering

- Sakarya University** | Sept. 2017 - Feb. 2022

BSc. in Electrical and Electronics Engineering

- Universidad Las Palmas de Gran Canaria** | Jan. 2019 - July 2019

SKILLS & CERTIFICATES

- ServiceNow | Jira | Azure AD | Active Directory | Linux | Oracle | SQL | Microsoft 365 | MFA | ITIL | Windows & Mac OS
- UNIX | Bomgar | VDI | OneDrive | Python | RestAPI | Amazon S3 | Git | HTML/CSS | Docker | Troubleshooting | JavaScript | VPN
- Kibana | Grafana | TCP/IP | Salesforce | SSL/TLS | DNS | Network Security | Nginx | Zero Trust | Network Load Balancing | CDN
- Languages:** Turkish (Mother Tongue) | English and Spanish (Both Advanced C1) | Portuguese and Dutch (Elementary A2)
- Certificates:** Peoplecert **ITIL V4 Foundation** | DataCamp SQL | Udemy Django 4