

Ömer Gök

IT Business Engineer · Transport Logistics

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Profile

IT Business Engineer keeping business-critical ERP, WMS and TMS systems stable in transport logistics — technical fault analysis, root-cause work and automated monitoring, with strong operative 2nd-level support (incl. on-call) plus business and requirements engineering. Currently completing a B.Sc. in Business Information Systems, and self-studying reverse engineering, exploit development and Linux.

Experience

IT Business Engineer

05/2026 – Present

Transport Logistics

- Strong operative work in IT service & support (2nd level) on production-critical logistics applications, including on-call duty
- Technical fault analysis and root-cause work across logs, SQL queries, XML data and interfaces
- Analyse and structure business requirements for a logistics application; align with business units, stakeholders and technical teams
- Write user stories, acceptance criteria and investigation tickets; document and track requirements and decisions in Jira and Confluence

IT Service & Support Engineer (2nd Level)

01/2023 – 04/2026

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

Project & Quality Management

11/2021 – 10/2022

Working student

- Support planning, steering and documentation of IT projects
- Process analyses and quality assurance measures; project plans, status and management reports
- Schedule and progress tracking, risk assessment; support PM tools and efficiency methods
- Close collaboration with project leads and technical teams

Controller

05/2021 – 10/2021

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

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