



VOLKAN CAVUS

IT Specialist and Professional QA
Test Specialist

About Me

IBM Certified IT Specialist with extensive experience in software quality assurance and technical infrastructure. Proven expertise in functional, localization, and User Acceptance Testing (UAT) for global platforms.

Contact

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Istanbul-Turkey

Skills

- Quality Assurance
- Networking
- Microsoft Windows
- Cybersecurity
- Technical Support

Languages

- English
- Turkish

Work Experience

IT Support Specialist (IBM Professional Applied Projects)

March 2026

- Advanced Troubleshooting:** Diagnosed and resolved complex hardware, software, and peripheral issues within Windows ecosystems using IBM's systematic methodology.
- Cloud Infrastructure & Network Management:** Successfully managed enterprise infrastructure scenarios by configuring VPC (Virtual Private Cloud), IAM (Identity and Access Management) policies, and Firewall rules on IBM Cloud.
- End-to-End System Administration:** Completed hands-on case studies on network protocols, including SOHO network setup, VPN configuration, and proxy management.
- Cybersecurity & Incident Response:** Simulated end-to-end phishing analysis, session hijacking scenarios, and MFA (Multi-Factor Authentication) implementations with a 100% success rate.

Freelance QA Test Specialist

2025-Present

Tester Work

- Testing Operations:** Executed comprehensive functional and localization testing on the Android 16 platform for a global tech giant's AI assistant.
- Technical Reporting:** Documented critical UI/UX and functional bugs using ADB Logcat and Rageshake protocols with a 100% acceptance rate.
- Quality Feedback:** Received "Great job!" feedback from global QA teams, achieving the top-tier tester ranking on the platform.
- Localization Strategy:** Successfully completed linguistic accuracy and technical stability audits for the Turkish market during pre-launch closed beta cycles.

Certificates

IBM

March 2026

IT Support Professional Certificate

İstanbul Ticaret Üniversitesi

2022

Bilgisayar İşletmenliği

Introduction to Computers

September 2025

Microsoft