

# Erdal Birinci

GRC Manager | Senior IT Specialist | InfoSec Expert |

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I have established a strong foundation in various areas of technology. From managing Exchange Server and macOS systems to implementing Sophos Endpoint and Windows Security measures, my expertise spans across different platforms and operating systems.

I am well-versed in Linux administration and have a deep understanding of webroot and Atera systems. Additionally, I hold certifications in ISO 27001:2022 Information Security Management System (ISMS) and ISO/IEC 27701:2021 Privacy Information Management System (PIMS). My knowledge extends to ISO/IEC 27002:2013 Information Security Management System (IMS) and ISO/IEC 20000-1:2019 IT Service Management (ITSM) standards.

As a Salesforce Administrator, I specialize in configuring and optimizing Salesforce to meet the unique needs of the business, ensuring seamless functionality and user adoption. I manage system configurations, automate processes, and provide ongoing support and training to end-users, helping to maximize the platform's potential to drive efficiency and support strategic goals.

In addition to my technical skills, my proficiency extends to various Windows operating systems, including Windows 95, 98, 7, Vista, 10, and 11. I am well-versed in Azure Active Directory(Entra ID), Microsoft365, and SharePoint, and have expertise in Microsoft Intune and SAP BASIS. By blending my extensive IT experience with a keen focus on security and compliance, I bring value to organizations by ensuring the smooth operation of technology systems while safeguarding sensitive data.

## Key Skills

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|-----------------|--------------------------|------------------------------|
| • MS 365        | • Windows/macOS/Linux    | • GDPR/DPO                   |
| • MS Intune     | • SAP BASIS              | • Salesforce Admin           |
| • MS Entra ID   | • MS Defender            | • Sophos/Webroot/Bitdefender |
| • MS Sharepoint | • ISO 27001/Lead Auditor | • DevSecOps                  |
| • SIEM/SOAR/XDR | • MS Azure               | • PowerShell                 |
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## Professional Experience

### GRC Manager

December 2025 - Present

Symanto AI GmbH - Nuremberg/Germany

- Led the design and implementation of a risk-based Governance, Risk, and Compliance (GRC) framework aligned with ISO 27001, NIST CSF, SOC 2, and applicable regulatory requirements.
- Conducted enterprise-wide risk assessments, including inherent and residual risk analysis, and defined risk treatment plans in collaboration with business and IT stakeholders.
- Managed internal and external audits, ensuring audit readiness through continuous compliance, evidence management, and remediation of audit findings.
- Developed and maintained security policies, standards, and procedures, translating regulatory requirements into practical and business-aligned controls.
- Provided executive-level reporting on risk posture, compliance status, and key risk indicators (KRIs), enabling informed decision-making at senior management and board level.

**InfoSec Specialist**

November 2024 – December 2025

Symanto AI GmbH - Nuremberg/Germany

- Responsible for securing the company's IT infrastructure and ensuring compliance with security best practices across all Microsoft technologies, including Microsoft 365, Azure, and Windows Server environments.
- Implemented and managed security policies using Microsoft Defender for Endpoint, Microsoft Defender for Office 365, and Microsoft Intune.
- Monitored and responded to threats using Microsoft Sentinel and Azure Security Center.
- Enforced identity and access management through Azure Active Directory and Conditional Access policies.
- Collaborated with IT teams to apply Zero Trust security principles and ensure data protection within Microsoft cloud services.

**Senior IT Specialist**

January 2023 - November 2024

Rescop B.V - Baarle Nassau, Netherlands

- Architect and manage enterprise IT infrastructure projects, ensuring alignment with business objectives and adherence to industry-specific regulatory frameworks.
- Deliver advanced technical support and perform root cause analysis for intricate IT challenges, leveraging deep expertise in systems architecture and emerging technologies.
- Partner with cross-functional teams to engineer and deploy innovative solutions that enhance the efficiency, security, and scalability of IT ecosystems.
- Author and maintain comprehensive IT governance policies, procedures, and technical documentation to uphold regulatory compliance and industry best practices, while mentoring junior team members and driving continuous professional development.

**Information Technology Associate**

August 2021 - December 2022

PWF Aero - Izmir, Turkey

- Provided technical support and assistance to users, resolving hardware and software issues in a timely manner.
- Assisted in the implementation and maintenance of IT systems, ensuring optimal performance and reliability.
- Collaborated with IT team members to identify opportunities for process improvement and automation.
- Conducted user training sessions to enhance proficiency in utilizing IT systems effectively.
- Contributed to IT projects and initiatives, completing tasks according to established timelines and quality standards.

## **IT Manager(SalesForce Admin)**

October 2018 - July 2021

Solard Medical - Kyiv, Ukraine

- Skilled in managing and maintaining Salesforce CRM platform, including user setup, customization of objects, fields, record types, page layouts, and workflows to ensure optimal performance and user experience.
- Proficient in data management tasks, including data import, export, cleansing, and validation to maintain accurate and reliable information within the Salesforce environment.
- Developed and implemented process automation using Salesforce tools such as Process Builder, Flow, and Apex triggers to streamline business processes and enhance operational efficiency.
- Managed Salesforce security settings, including user roles, profiles, permission sets, and sharing rules to ensure data security and compliance with organizational policies.
- Designed and generated customized reports and dashboards to provide actionable insights and support decision-making for various business units.
- Provided ongoing support and training to end users, resolving technical issues and improving user adoption through effective communication and guidance.
- Integrated Salesforce with third-party applications and managed AppExchange installations to extend platform functionality and meet specific business needs.
- Monitored Salesforce system performance and usage, implementing enhancements and optimizations to ensure the platform meets evolving business requirements.

## **Project Manager**

February 2010 - September 2018

Adjans - Istanbul, Turkey

- Led project teams in the successful execution of multiple projects from initiation to completion, ensuring adherence to scope, schedule, and budget.
- Facilitated communication and collaboration among stakeholders, fostering strong relationships and ensuring project alignment with organizational goals.
- Utilized project management methodologies and tools to effectively plan, execute, and monitor project progress.
- Identified and mitigated project risks, proactively addressing issues to prevent delays or disruptions.
- Provided leadership and guidance to project team members, promoting a culture of accountability and excellence.

## **SAP BASIS Consultant&IT Specialist**

Unilever - Istanbul, Turkey

January 2009 - January 2010

- Provided technical support and assistance for SAP systems and related applications, resolving issues and ensuring system stability.
- Collaborated with business stakeholders to gather requirements and translate them into technical solutions.
- Managed SAP system administration tasks, including installations, upgrades, and performance tuning.
- Conducted user training sessions and created documentation to support end-users in utilizing SAP systems effectively.

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**SAP BASIS Consultant&IT Specialist**

January 2008 - January 2009

Procter&amp;Gamble - Istanbul, Turkey

- Played a key role in the implementation and maintenance of SAP systems, ensuring reliability and performance.
- Provided technical support and troubleshooting assistance for SAP-related issues, resolving problems in a timely manner.
- Collaborated with cross-functional teams to support business processes and drive system enhancements.
- Contributed to system upgrades and patches, ensuring the integrity and security of SAP environments.

**SAP BASIS Consultant&IT Specialist**

April 2006 - December 2008

Nestle Turkey - Istanbul, Turkey

- Supported SAP systems and provided technical assistance to end-users, ensuring smooth operation of business processes.
- Assisted in the implementation and configuration of SAP modules based on business requirements.
- Participated in system testing, debugging, and performance tuning activities to optimize system performance.
- Collaborated with project teams to identify opportunities for system improvements and enhancements.

**Information Technology Specialist**

May 2002 - January 2006

Turkcell - Istanbul, Turkey

- Managed IT infrastructure, including servers, networks, and telecommunications systems, ensuring reliability and performance.
- Provided technical support to end-users, resolving hardware and software issues promptly.
- Implemented IT policies and procedures to ensure compliance with regulatory requirements and best practices.
- Conducted system audits and security assessments to identify vulnerabilities and implement appropriate safeguards.

## Certifications

- ISO 27001 LA
- GDPR DPO
- Google Cloud Security
- AWS Security
- AWS Fundamentals
- Google IT Support
- IBM IT Support
- IBM Network Security
- Oracle Cloud Infrastructure Architect Professional
- Microsoft Azure Cloud Services
- Cisco Cyber Security
- Google Cyber Security
- Cisco IT Essentials
- IBM Cyber Security
- Google Cyber Security