Hakan Topçu

Software Development & Support Team Lead. Open banking, bank and ERP integrations, .NET, SQL Server, APIs.

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At Finekra I lead the team that connects companies' banks, payment providers and accounting software. More than 40 bank connections, kept running both in the cloud and on companies' own machines: that is our job. When something breaks I follow it down to the root cause and look for a fix that keeps it from coming back.

I started out in technical support, HP included, and the habit of staying close to the customer stuck. In my own projects I point the same curiosity elsewhere: Cogito, a world that lives on its own; Evolia, a card game played against another player or the AI; and Cobidesk, a support tool where AI drafts the reply.

Areas of expertise

- **Bank connectivity:** more than 40 bank adapters for account statements, POS settlement reports, virtual POS collections and direct debit, each with its own formats and failure modes.
- **Open banking:** account information services built on Türkiye's BKM open banking infrastructure.
- **ERP integration:** transfer logic for Logo, Mikro and Netsis, with currency-aware account mapping and duplicate-safe postings.
- **Production ownership:** incident analysis across Elasticsearch logs, Datadog APM traces and SQL Server, with fixes that keep existing customer workflows intact.
- **Team leadership:** prioritization across development and support, ownership of cloud and on-premise releases, customer escalations.

Experience

Software Development & Support Team Lead, Finekra

Since January 2022, remote. Joined as a Software Support Specialist in 2022.

- Direct development and production support for more than 40 bank adapters covering account statements, POS settlement reports, virtual POS collections, direct debit and open banking.
- Deliver Logo, Mikro and Netsis transfer integrations to cloud and on-premise customers.
- Resolved the root causes of recurring issues such as duplicate bank account records and multi-currency ERP postings, turning escalations into permanent product fixes.
- Automated the handoff from support to development by syncing Azure DevOps work items with the support ticketing platform.
- Established a consistent release and upgrade process for enterprise customers running Finekra on their own infrastructure.
- Keep the help center and API documentation aligned with product changes.
- As support specialist, kept customer satisfaction at 95%, raised operational efficiency by 20% by speeding up on-premise installs, and cut data processing times by 30% through SQL tuning.

Computer Operator, Sürat Kargo

Oct 2021 - Jan 2022. Managed shipment and logistics data and kept branch operations running.

Technical Support Specialist, HP

Jan 2018 - Dec 2019. End-to-end technical support for HP hardware and software; escalated complex cases to second-level engineering with complete documentation.

Information Technology Consultant, Görkem Human Resources

Feb 2015 - Jul 2017, freelance. IT consulting and user support for internal systems and business applications.

Own projects

- **Cogito:** a god game set in a world that starts with one person; simulation, server and client.
- **Evolia:** a nine-faction, server-authoritative, turn-based digital card game with multiplayer matches and a single-player mode against the AI.
- **Cobidesk:** AI-assisted support and CRM software.

Education

- **Anadolu University**, Associate degree, Web Design and Coding, since Sep 2017
- **Marmara University**, Associate degree, Computer Programming, 2015 - 2017

Technologies

- **Backend:** C#, .NET, ASP.NET Core, Entity Framework Core, Quartz.NET
- **Data:** SQL Server (T-SQL, query tuning), Excel VBA, Python
- **Observability and operations:** Elasticsearch & Kibana, Datadog APM, IIS, Linux
- **Integration:** REST and SOAP APIs, JSON, XML, Postman, SOAP UI
- **Frontend:** React, HTML, CSS
- **Process:** Azure DevOps

Languages

- Turkish: native
- English: professional working proficiency