

Fethi Firat Tülü

CONTACT

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📍 Digital Portfolio:
<https://ftulu.github.io/FFT>

EDUCATION

Mathematical Engineering, BEng
Yıldız Technical University

COURSE COMPLETIONS

IIBA CBAP
ITSQB Foundation
ITIL4 Foundation
ITIL4 MP Create-Deliver-Support

KEY SKILLS

Agile Methodology
Business Analysis
Software Development Life Cycle
IT Risk & Compliance
ITSM
ITIL4
Incident Management
Change Management
Problem Management
Service Level Management
Data Analysis
ServiceNow / Atlassian / SMAX
Azure DevOps

LANGUAGE

English: **C1**
Deutsch: **A2**
Turkish: **Native**

PROFILE

In addition to working closely with all squads in my company, my experience allows me to understand and solve problems from a different perspective than others. Please find my digital portfolio for further information on my career objective and details.

WORK EXPERIENCE

Senior IT Service Management Process Manager

Software Quality & Process Engineering– Mercedes-Benz AG || 11.2023 – present

- Analyzing, configuring, developing, implementing and supporting of IT service processes, including incident management, problem management, change management, and service level management.
- Leading an external team to deliver high-quality services, managing their performance, and fostering a collaborative work environment.
- Governance of IT Service Management and Operational (L1/L2/L3) Teams.
- Developing and maintaining the Major Incident Management process, including the identification, documentation, categorization, resolution and RCA of major incidents.
- Manager on Duty (7x24) for Major Incident Management.
- Orchestrating the response to major incidents, ensuring rapid resolution and minimal impact on business operations.

IT Service Management Process Manager

Software Quality & Process Engineering– Mercedes-Benz AG || 04.2023 – 11.2023

- Implementing ITIL best practices to enhance IT Service Management processes.
- Providing procedures and necessary standards for the effectiveness of IT Service Management processes.
- Designing and documenting ITIL4 frameworks with related applications.
- Integrating our Target Operating Model for Product Data Management applications and projects.
- Leading an external support team for L1/L2 Support.

IT Service Management Specialist

Global Tech-Hub – Mercedes-Benz AG || 11.2021 – 04.2023

IT Change and Problem Analyst

ING || 09.2018 – 11.2021

- Implementing of ING Global Minimum Standards for Change Management and Release Management
- Internal and External IT Governance Audits Facilitations (SOX, Cobit etc)
- Leading, documenting and communicating the Change Advisory Board.
- Coordinating the ServiceNow Change, Problem and Request flow.
- Planning and organizing ING Turkey's IT Release/Freeze Calendar.
- Providing technical support about ServiceNow and Azure DevOps.

SIDE PROJECTS

- Build-up new IT Service Management Team for PDM
- New Support Process of Vehicle Booking System
- CISM Ticketing Tool migration to ServiceNow
- ServiceNow and Azure Integration
- Change Request Gamification