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BUSINESS DEVELOPMENT EXECUTIVE & DIGITAL TRANSFORMATION SENIOR CONSULTANT

Kerim leverages his broad international business experience in Europe, combined with deep technical knowledge, refined over **21 years of emersion** in the art and science of business development, IT operations, consulting and entrepreneurship in the IT sector, to manage business and technical teams within IT organizations. These skills are also ones he shares broadly, not only within his organizations, but also in his roles as a **keynote presenter, author and acclaimed IT service management & information security trainer**.

Business Development Executive, acknowledged for well-defined understanding of business – technology interface with the capacity to identify and align client's emerging technology needs related with IT services and products. **A successful and diverse background in spanning technical, Information Security Management, IT service delivery, management consultancy, project management, sales and business development disciplines underscores expertise in decision makers and devising winning IT strategies and solutions.**

Uncompromising ethics and transparent communications underpin business-focused value propositions that leverage competitive advantage via top quality service. **Skilled in optimizing team dynamics, uniting diverse agendas to a common goal, harnessing strategic and operational drivers to deliver results.**

VALUE OFFERED

- Business drivers and technology alignment
- Executive level engagement
- Prospecting & lead generation
- IT management consulting
- Operations management
- Opportunity analysis and qualification
- Information Security Lead Auditor

- Stakeholder, account and relationship management
- Business value propositions
- Marketing analysis and campaigns
- Executive level presentation & negotiations
- Enterprise, corporate and SME client management

WORK EXPERIENCE

2016 – Current   **MASTER OF SERVICE ACADEMY, TURKEY**   **İstanbul**

Founder and Managing Director;
Founded and currently managing **Master of Service Academy Turkey** which **"Improves and Innovates IT Services for the Ultimate Customer Experience"**.
Plays a **leader role** and guide organizations trough their **IT transformation vision**. Providing consultancy and training services in order to excel clients' IT Services, responsible as **process architect and senior consultant** for the enterprise level IT projects. Builds strong and winning partnership relationships with the worldwide industry leader companies.
Providing Services in terms of;
IT Service Management: IT Service Strategy & Design, Transition and Operation, Continuous Improvement, Information Security Management, Software Development Lifecycle and DevOps
Enterprise Level Certification: ISO/IEC 20000, ISO/IEC 27001, ISO 22301
IT Trainings: ITIL® foundation or intermediate levels, ISO/IEC 20000, ISO/IEC 27001, ISO 22301, COBIT® 5, TOGAF® 9.1, Project Management Professional (PMP)®
Enterprise Architecture Management: Official representative of BiZZdesign's award winning EAM solution, Enterprise Studio (www.bizzdesign.com). Providing TOGAF® EAM best practice methodologies to his clients.

License Management: Aspera, (www.aspera.com) Strategic Asset Management and Enterprise License Optimization Platform - Only authorised distributor in Turkey
Raynet, (www.raynet.de) Application Lifecycle Management and Discovery Platform - Only authorised distributor in Turkey
Security and Identity Management: SaasPass, (www.saaspass.com). Identity and Access Management Platform - Only authorised distributor in Turkey

2015 – Current   **BİLGİ UNIVERSITY, TURKEY**   **İstanbul**

Visiting Lecturer;
Lecturing IT Service Management and **Governance** classes to post graduate students as a part of **CIO / CTO Academy** programme.

2016 – Current   **BRITISH STANDARDS INSTITUTION, TURKEY**   **İstanbul**

Lead Auditor, Trainer, Consultant;
ISO 27001, ISO 20000, ISO 22301 quality management system disciplines.

2014 Nov. – 2016 March   **OBSS – OPEN BUSINESS SOFTWARE SOLUTIONS, TURKEY**   **İstanbul**

Business Development & Operations Senior Manager;
Responsible for the **Business Development & operational** activities related with **Finance, Insurance and Telco sectors** in terms of turn-key or joint development software projects while utilizing his experience in **Java, .Net, Mobile technologies** and generating project opportunities for **300+ engineers** of the company.
Worldwide Product Manager, One Cycle, Application Lifecycle Management platform and responsible for product, sales, marketing and partner strategy development.
Senior consultant and C level contact for running and potential projects.
Beside his Business Development acitivities, he played a **key process architect and senior consultant role** in a project for **building an ITSM framework for Akbank** which is running on Atlassian product family.
Managed Atlassian department sales & operations consisting of 25 software engineers who are experts in **DevOps operations** running on **Jira, Confluence, Stash, Bamboo** kind of leading Atlassian products.

2007 Apr – 2014 Nov   **NOVENTUM CONSULTING GmbH, TURKEY**   **İstanbul**

ITSM & EAM Consultancy Unit Head, Business Development Manager;
Co-Founded noventum Turkey Office in 2007. He worked as the **Business Development Director and Senior Management Consultant in IT Service Management and Enterprise Architecture Management.** He was a management **board member of the company** while he also worked as the key consulting resource and trainer in ITSM and IT Governance projects.
In addition to his technical and team management tasks, he was responsible for ITSM unit's budget, marketing and sales campaigns.
He launched **ServiceNow SaaS** and **Omni Tracker** ITSM, **Planning IT** EAM applications to Turkish market. He managed several ITSM process implementation projects on **HP Service Manager & UCMDB, IBM Tivoli** and **CA Service Desk** applications for the well known enterprises.
He worked as a well referenced and accredited (by APM Group) international **ITSM trainer.**

As one of the well known and esteemed IT management consultants in Turkey, he had very good and convincing business relationship **with the top technology managers** especially in **telecommunication, finance, production sectors and other large enterprises.**

Some references of his successful IT consultancy projects where he worked as Lead IT Consultant or Process Architect;
Vodafone Turkey, IT processes design and implementation on IBM Tivoli product family. 1,5 year project work.

Türk Telekom, IT Service Management System implementation for ISO/IEC 20000 certification. 9 months project work.
SGK (Social Security Institution) , IT Management System implementation for ISO/IEC 20000 and ISO/IEC 27001 certifications. 9 months project work.
Yapı Kredi Bank, IT processes design and implementation. 1,5 year project work.
Mercedes Benz Turkey, IT service catalog and financial management, 1 year project work.
Garanti and ING Bank, IT Service Catalog design & implementation, 1 year project work.

2004 Dec – 2007 Apr   **TURKCELL GLOBAL BİLGİ / Call 7-24**   **İstanbul**

Worked as **IT service operations & support team manager**, supporting WAN, LAN, Cisco Infrastructure, Avaya IVR, CTI, PBX telephony operations and desktop applications of the largest call center in Turkey. **He successfully implemented** and been the owner of **Incident, Problem, Change and Service Level Management ITIL processes**. He was the representative manager of IT for **COBIT regulations** and **MOF assessments**. He decreased the ratio of change related incidents by %70, increased overall system availability by %40, increased customer satisfaction level, prepared the first formal SLA of IT with the internal customer and with the corporate customer Turkcell. He managed service desk/incident management and problem management processes with his application support team. He coordinated overall IT support and delivery operations of the IT department. He managed several key IT infrastructure projects simultaneously beside his ongoing support operations.
Related Qualifications;
ITIL Foundation level certification from Pink Elephant, Dallas USA
ITIL Practitioner level Configuration, Change, Release management certification from Pink Elephant, Philadelphia USA
ITIL Service Manager (Expert) Support and Delivery certifications from HP Turkey.
Managerial type soft skill trainings from Turkcell Academy, ex; discussion, negotiation, strategic planning, presentation techniques, coaching, performance management etc.

2004 Jan - 2004 Dec   **BORUSAN BİLİŞİM – PARGEM (ALCATEL & CISCO PROJECTS)**   **İstanbul**

Worked as a **telco project manager, reported to the general manager of the company**. He was managing a field team that consists of project engineers and partners. Managed Borusan's Alcatel large telco system projects and their support operations. Worked as a presales, designed VOIP projects, and kept the role of postsales engineer when deep expertise needed. Supported **Cisco IP phone** and **Call Manager**, Voxare soft switch and Polycom video conferencing projects. Integrated customer's existing **VOIP networks** or standalone **PBX systems** to Borusan's carier network. The company has been migrated to Borusan Telekom by the end of 2004.

2002 - 2004   **ALCATEL, NEXTIRAONE TURKEY**   **İstanbul**

Worked as a **telco project engineer and operation team leader** of field operations. Organized and supported NextiraOne's VOIP, Call Center, CTI, CRM projects powered by Alcatel infrastructure. Supervised the operation team. Had **trainings and certifications about Alcatel OmniPCX 4400, VOIP networking, Call Center and its modules at Alcatel University France Brest**, Microsoft networking and TCP/IP, Cisco CCNA and CCDA. Builded and integrated fifteen nodes VOIP network for **Anadolu Endüstri Holding**, sixteen nodes VOIP network for **İstanbul University**. Designed and implemented VOIP call center for **Xerox** and **Schneider Electric**.
He was a single point of technical contact for **Hiltons, Swissotel, Movenpick etc. as one of the few Alcatel Hotel PABX specialists in Turkey.**

2000 - 2001   **ALCATEL, E-BUSINESS DISTRIBUTION**   **İstanbul**

Worked as a **solution expert**. He was responsible for Alcatel Omni PCX 4400 system's new versions, made the **phase out of old 4300 systems**. Supported sales and presales departments to provide the best solution for the costumers. Played a key role in first VOIP projects of Alcatel in Turkey. Integrated hi-tech systems like **VOIP, Video Conferencing via IP or ISDN**. Installed

many Alcatel Omni PCX 4400 PABX systems for multinational and national firms as hotels, finance and well known industrial companies.

| 1999 - 2000 | **ALCATEL TELETAŞ TELEKOMÜNİKASYON ENDÜSTRİ TİC. AŞ** | **İstanbul** |

Worked as a **field engineer**. He was responsible for the large telecommunication systems, Alcetel 4300 M/L and Alcatel Omni PCX 4400. Supported satelite video conferencing systems. Handled the operation of **Y2K compatibility for Alcatel 4300** systems. He installed standalone Alcatel 4400 telco systems for large enterprise customers.

EDUCATION

| 2000-2001 | **İSTANBUL TECHNICAL UNIVERSITY** |

MSc. Degree in Engineering Management. Management Faculty, Industrial Engineering Department
Graduation Project: **CRM In Terms Of Knowledge Management**, managed by dean of the faculty Prof. Dr. Murat DİNÇMEN

| 1995-1999 | **İSTANBUL TECHNICAL UNIVERSITY** |

Bachelor degree in Electrical Engineering, Expertise on Power Electronics Systems
Faculty of Electrical Engineering and Electronics

| 1990-1995 | **İSTANBUL CHAMBER OF COMMERCE ANATOLIAN TECHNICAL HIGH SCHOOL** |

Electronics Department. Graduated in the **honor list**, within the top 2nd position.

SKILLS/INTERESTS

- **Languages:** Very good command of **English**, introductory level **French and German.**
- **Computer: He is an experienced PC user and technical expert since MS DOS and Windows 3.1 days.** Currently he is able to use latest technology platforms and products like Windows X, MS Server - client applications, Office 2013 programs, Unix operating systems, Android, Ubuntu etc.
- Had trainings and in depth experience on **TCP/IP, ISDN & PSTN protocols, GSM and Cisco networking.**
- Worked as a **computer instructor** during the military service.
- **ITIL** IT Infrastructure Library**,** best practice IT management methods, **ISO/IEC 20000, ISO/IEC 27001, Cobit**, **CMMI**, Green IT, Enterprise Architecture Management, **TOGAF**, Accredited international **ITIL Trainer.**
- **Cloud Computing, SaaS, DevOps,** online and mobile services, social networks, next generation internet.
- Finance, Management, Stock-Market, Computer and technology in terms of hardware and software, Internet, **e-Commerce, CRM**.
- Beginner level licensed **skydiver**, **motorcycling, mountain biking, aviation, photography, model airplane building and competition (Fun-fly, Aerobatics, 2m glider league)**, **motorsports** and mechanics, **skiing**, watching **F1 races** and documentary films.
- Member and founder of **IT Service Management Forum of Turkey**, RC Hobby, motorcycling and motorsports organizations.
- Member of **Türkiye Turing ve Otomobil Kurumu (www.turing.org.tr)**

PERSONAL

Date of birth   : 1976 İstanbul.
Marital status   : Married.
Military service   : Completed (2001 – 2002)
Driving license   : B + A2 class