İletişim Bilgileri

05335777765 (Mobile)
bozokcuneyt@gmail.com

www.linkedin.com/in/cuneytbozok
(LinkedIn)
cuneytbozok.com (Personal)

En Önemli Yetenekler

Çözüm Mimarisi

Prompt Engineering

AI Agents

Languages

İngilizce (Professional Working)

İtalyanca (Elementary)

Türkçe (Native or Bilingual)

Certifications

Nexthink Basics

Now Assist Executive Micro Cert

ServiceNow Certified Implementation
Specialist - IT Service Management

Micro-Certification - Flow Designer

Micro-Certification - Performance
Analytics

Honors-Awards

Geometry Contest

Best Team Leader

Debate Contest Winner

Innovation Project

Cüneyt Bozok

Lead ServiceNow Architect | Enterprise Transformation, GenAI &
Platform Governance | CSA · CIS · CAD
İstanbul, Türkiye

Özet

Lead ServiceNow Architect & Developer with 8+ years of experience
delivering enterprise solutions across ITSM, ITOM, CSM, CMDB/
CSDM, and AI-driven automation programs.

I focus on translating complex business needs into scalable
ServiceNow platform designs—covering discovery and roadmap
definition, API-led integration strategies, headless channel
architectures, governance models, and GenAI adoption. My work
includes solution blueprints for Telco B2B marketplace scenarios
using TMF Open APIs, alongside hands-on delivery across core
ServiceNow domains.

I have led initiatives involving AI-powered email automation, Virtual
Agent design, multilingual experience enablement, Now Assist,
Agentic AI, and advanced UI Builder workspaces—integrating
ServiceNow with SAP, UiPath, Microsoft Teams, and third-
party platforms. I also support organizations in shaping DevOps
enablement strategies within ServiceNow, focusing on process
design, governance models, and release orchestration rather than
pipeline implementation.

My background combines deep technical delivery with architectural
leadership, allowing organizations to modernize service operations,
improve productivity, and adopt automation responsibly at scale. I
regularly contribute to pre-sales activities, technical due diligence,
workshops, and executive-level discussions.

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Certifications

ServiceNow Certifications
• ITSM Professional – Suite Certification

• Certified Application Developer
• Certified Implementation Specialist – IT Service Management
• Certified System Administrator

ServiceNow Micro-Certifications
• Flow Designer
• Service Portal
• IntegrationHub
• Performance Analytics
• Predictive Intelligence
• Virtual Agent
• Agentic AI Executive
• Pre-Sales Core

Other
• Nexthink Basics

Deneyim

EPAM Systems
3 yıl 6 ay

Lead ServiceNow Developer
Eylül 2024 - Present (1 yıl 6 ay)
Istanbul, Türkiye

-Designed and delivered advanced ServiceNow solutions across AI-driven automation, platform architecture, and telco marketplace design.
-Implemented an AI-powered email analyzer to classify financial requests, auto-generate tickets, and integrate with UiPath and SAP for automated document retrieval.
-Developed custom Virtual Agent topics with structured conversations, intelligent routing, and seamless live-agent fallback.
-Engineered Outlook Actionable Message notifications, enabling users to perform context-aware actions directly from their inbox.
-Enabled multilingual support by integrating Microsoft Translation Services across email processing and Virtual Agent conversations.
-Designed headless Telco B2B marketplace architectures on ServiceNow using CSM, Sales and Order Management, Telecom Network Inventory, and telco-specific order orchestration, with TMF Open API mapping and API-driven integrations.

-Collaborated with ServiceNow architects to align marketplace designs with platform best practices and product roadmaps.
-Led discovery, architecture design, and enablement across ITSM, CMDB/CSDM, and Employee Experience, working closely with business and technical stakeholders.
-Delivered workshops, demos, and POCs covering Now Assist (ITSM/ITOM), Agentic AI, DevOps Change Velocity, App Engine & Creator Studio, Employee Center Pro, and Walk-Up Experience.
-Designed and validated end-to-end scenarios for AI-assisted operations, low-code governance, service portals, and automation.
-Produced discovery reports, architecture recommendations, and phased implementation roadmaps, and presented executive-level summaries highlighting value, risks, and enablement phases.

Senior ServiceNow Developer
Eylül 2022 - Eylül 2024 (2 yıl 1 ay)

•Integrated third-party tools with ServiceNow using REST APIs, facilitating seamless data exchange.
•Collaborated with stakeholders to analyze and streamline processes, enhancing task accuracy and efficiency.
•Customized ServiceNow workspaces using UI Builder, enhancing user experience and aligning with organizational requirements.
•Designed and implemented script includes and business rules to integrate Universal Requests and CSM, improving data flow and operational processes.
•Configured the Virtual Agent (VA) Bot to integrate with Microsoft Teams using VA API and REST methods.
•Developed a custom-scoped application for localization testing which scans the page and finds untranslated texts, including designing portal widgets and implementing a Scripted REST API for multi-instance integration.
•Implemented Workforce Optimization for Shift Planning and created custom solution for recurring events.

Softtech
3 yıl 11 ay

ServiceNow Architect
Nisan 2022 - Eylül 2022 (6 ay)

•Led numerous projects aimed at the holistic enhancement of ServiceNow instances, ensuring seamless integration with third-party ITSM tools and SAP systems.

•Customized and optimized ServiceNow workspaces using UI Builder, implementing advanced Problem Management protocols and Major Incident Management procedures.
•Activated pivotal plugins for Slack Integration and Virtual Agent functionalities, facilitating seamless interaction channels.
•Conducted comprehensive business analyses and technical assessments, designing robust ITSM data model templates.
•Provided expert guidance on ServiceNow implementation best practices, ensuring adherence to architectural standards.

Senior ServiceNow Consultant
Kasım 2020 - Nisan 2022 (1 yıl 6 ay)

•Developed public ServiceNow portals with registration pages and implemented Out-of-the-Box (OOB) methodologies for approval processes.
•Customized and enhanced ServiceNow workspaces to meet specific organizational needs, implementing Problem and Major Incident Management protocols.
•Led efforts in Event Management and Monitoring, developing custom inbound actions for event monitoring systems lacking API support.
•Crafted bespoke widgets for service portals, including innovative header menu widgets using Angular templates.

ServiceNow Consultant
Kasım 2018 - Kasım 2020 (2 yıl 1 ay)
Istanbul, Turkey

Deloitte Turkey
1 yıl 1 ay

ServiceNow Consultant
Haziran 2018 - Kasım 2018 (6 ay)
Istanbul, Turkey

•Enhanced ITSM processes and operational efficiency through the implementation of the Discovery Module and CMDB Health Jobs.
•Conducted thorough business analyses for Request and Incident management, developing custom ITSM workflows tailored to specific customer needs.
•Designed and developed a bespoke Business Impact Analysis form and widget, facilitating the assessment of incident and change impacts on business operations.
•Configured the ServiceNow Mobile Classic App, ensuring seamless mobile access to IT services and resources.

ServiceNow Specialist
Kasım 2017 - Haziran 2018 (8 ay)
Istanbul, Turkey

•Implemented workflows for Request Management, optimizing request handling processes.
•Designed the ServiceNow portal according to customer branding guidelines, ensuring a cohesive and branded user experience.
•Created custom reports and pages specifically tailored for viewing in the ServiceNow Mobile Classic App.
•Developed workflows necessary for Request Management, optimizing request handling processes for efficiency and effectiveness.
•Designed custom widgets for the customer portal, enhancing its functionality and usability for end-users.

Eğitim

Istanbul Bilgi University
Bachelor of Business Informatics, İşletme Enformatiği · (2013 - 2017)

İstanbul Kültür College
High School Diploma · (2008 - 2013)

Dilko English
İngilizce, English Language and Literature/Letters · (2007 - 2008)