

# Fethi Fırat Tulu

## CONTACT

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## EDUCATION

**Bachelor of Engineering  
Mathematical Engineering**  
Yıldız Technical University,  
Istanbul, Turkey

## KEY SKILLS

Agile Methodology  
Business Analysis  
IT Risk & Compliance  
ITSM  
ITIL4  
Change Management  
Project Management  
Data Analysis  
ServiceNow  
Azure DevOps

## LANGUAGE

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

## PROFESSIONAL PROFILE

My knowledge of agile methodologies and software development processes offers a lot of potentials to pursue my career in managing key standardization, digitalization, and automation initiatives. In addition to working closely with all squads in my company, the experience I gained allows me to understand and solve problems from a different perspective than others.

## WORK EXPERIENCE

### IT Service Management Specialist

*Daimler Mobility Global Tech-Hub – Mercedes-Benz AG | Turkey | 2021 – present*

- Developing and delivering world-class modern digital solutions for the Mercedes-Benz AG operations leveraging the latest technologies and design at Daimler Global IT Solutions Delivery Center (SDC) Turkey.
- Analyzing, configuration, development, integration and supporting of CI/CD.
- Designing of ITIL4 frameworks with related applications.
- Providing procedures and necessary standards for the effectiveness of ITSM systems.

### IT Change and Problem Analyst

*ING | Turkey | 2018 – 2021*

- In Work in Scrum team environment and following agile methodology.
- ING Global Minimum Standards implementation for Change Management.
- Internal and External IT Governance Audits Facilitations "SOX, Cobit etc.."
- Leading CAB meetings and making sure the required representatives attend (representatives from all groups affected by changes).
- Documenting and communicating the CAB (Change Advisory Board) meeting agenda before CAB meetings and decisions after the meeting.
- Coordinating new ServiceNow change, problem and demand flow design.
- Planning and organizing the ING Turkey's IT Release&Freeze Calendar.
- Directing and following demands.
- Providing technical support about SDLC, ServiceNow and Azure DevOps.

**Part Time IT Analyst** *LeasePlan | Turkey | 2018*

**Intern Student** *GTech | Turkey | 2018*

**Intern** *cimri.com | Turkey | 2017*

**Intern** *Garanti BBVA Technology | Turkey | 2017*