

Fethi Fırat Tülü

CONTACT

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📍 ftulu.github.io

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
IT Risk & Compliance
ITSM
ITIL4
Change Management
Project Management
Data Analysis
ServiceNow / Atlassian
Azure DevOps

LANGUAGE

English: **C1**
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. If you would like to, you may go to my web page that I wrote myself, and access more details about me.

WORK EXPERIENCE

IT Service Management Specialist

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 Mercedes-Benz Global IT Solutions Delivery Center (SDC) Turkey.
- Integrating our Target Operating Model for applications
- Analyzing, configuration, development, integration and supporting of CI/CD.
- Designing 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*

SIDE PROJECTS

- CISM Ticketing Tool migration to ServiceNow
- ServiceNow and Azure Integration
- Change Request Gamification