

Fethi Firat Tülü

CONTACT

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📍 Digital Portfolio:
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
Incident Management
Change Management
Problem 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

Process Manager

Software Quality & Process Engineering– Mercedes-Benz AG || 2023 – present

- Developing and delivering world-class modern digital solutions for the Mercedes-Benz AG Group (with stakeholders), with operations leveraging the latest technologies and design at Mercedes-Benz Tech Turkey.
- Integrating our Target Operating Model for applications.
- Analyzing, configuring, developing, integrating and supporting IT Service Management.
- Designing and documenting ITIL4 frameworks with related applications.
- Providing procedures and necessary standards for the effectiveness of ITSM systems.

IT Service Management Specialist

Global Tech-Hub – Mercedes-Benz AG || 2021 – 2023

IT Change and Problem Analyst

ING || 2018 – 2021

- ING Global Minimum Standards implementation for Change Management in working in a scrum team environment and following agile methodology.
- 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 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 || 2018

SIDE PROJECTS

- New Support Process of Vehicle Booking System
- CISM Ticketing Tool migration to ServiceNow
- ServiceNow and Azure Integration
- Change Request Gamification