

# Fethi Firat Tülü

## CONTACT

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✉ [fftulu@yahoo.com](mailto:fftulu@yahoo.com)

📍 Digital Portfolio:  
[ftulu.github.io](https://ftulu.github.io)

## EDUCATION

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**Mathematical Engineering, BEng**  
Yıldız Technical University

## COURSE COMPLETIONS

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IIBA CBAP  
ITSQB Foundation  
ITIL4 Foundation  
ITIL4 MP Create-Deliver-Support

## KEY SKILLS

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

## LANGUAGE

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English: **C1**  
Turkish: **Native**

## PROFILE

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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

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### IT Service Management Specialist

*Global Tech-Hub – Mercedes-Benz AG || 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 Tech Turkey.
- Integrating our Target Operating Model for applications.
- Analyzing, configuration, development, integration and supporting of CI/CD.
- Designing and documenting ITIL4 frameworks with related applications.
- Providing procedures and necessary standards for the effectiveness of ITSM systems.

### IT Change and Problem Analyst

*ING || 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 || 2018*

## SIDE PROJECTS

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