



**Privacy and general information note**

As this CV is public, contact details have been omitted and I've presented myself in general.

For more information, please go to <http://contact.ali.tokmen.com/> in order to access my contact details.

Thank you.

IT Application Manager in Swiss Re Group Operations

Key Skills

**Application management, involving complex cross-domain organizations and heterogeneous sourcing models**

With an engineering, developer, project and ITIL-certified application manager background, I currently work a cross-domain application manager in one of the World's largest reinsurance companies.

My current expertise areas include:

- Proactive introduction of operations capabilities in projects, in particular for technological advisory, integration and maintainability
- Establishing and managing key operational processes: incident, inquiry, problem, change, release and feedback management
- Coordination of critical activities, escalation and major incident management
- Service optimization by minimizing footprint, recurrent costs, landscape scattering and organizational complexity
- Stakeholder and partner management for sustainable cross-regional, cross-cultural and cross-company collaboration

I also cover cross-domain topics such as:

- Establishing sustainable and largely outsourced DevOps as well as other types of core flex models, ensuring agile delivery, minimized knowledge gaps between teams and optimal cost
- Cloud transformation advisory and execution
- Cross-platform and mobile service delivery

**Key specialties:** digital transformation, technological advisory, ITIL, application management, automation / shift left, risk management, business continuity, crisis management, budget management, outsourcing, stakeholder management

**Complex project organizations**

For six years, I have worked as a member or manager of:

- Fully open source projects
- Projects with a mixture of open and closed source components
- Projects with multiple clients
- Projects distributed between different physical places
- Projects with patenting requirements

**Key management techniques:** Gantt charts, issue - cost - dependency linking, deadline, cost and functionality-based organization (including agile)

**Key open source communities:** I am a member, contributor or decision maker in the Apache, Codehaus, JBoss, Mule and OW2 communities

## Key Skills (contd.)

### Software industrialization

I have five years of experience in software project (re-)organization:

- Usage of integrated development environments
- Automated application packaging and versioning
- Integration and load testing
- Continuous integration
- Issue tracking systems

**Key products:** Subversion, Eclipse, NetBeans, Apache ANT, Apache Maven2, Codehaus CARGO, Hudson, Atlassian Bamboo, Mantis, Atlassian JIRA

### Multilingual environments

**Trilingual:** English, French and Turkish  
**Intermediate:** German, Spanish

## Diplomas, Certifications and Achievements

**2011 to 2014** ITIL certifications (Zürich, Switzerland):

- ITIL V3 Foundation
- ITIL V3 Service Strategy
- ITIL V3 Service Design
- ITIL V3 Service Transition
- ITIL V3 Service Operation
- ITIL V3 Continual Service Improvement
- ITIL V3 Managing Across the Lifecycle
- ITIL V3 Expert in IT Service Management

**2012** APMG International Certified Outsourcing Specialist (Zürich, Switzerland)

**2010** Managing Projects in their Human Aspects at Bull Formations (Echirolles, France)

**2008** Basis of Project Management at Bull Formations (Paris, France)

**2007** MSc in Computer Engineering at the UFR IMA (Grenoble, France)  
– Final official rank: 1st of the promotion (out of 51 students)

**2006** Magistère M2 in Computing at the CLIPS laboratory (Grenoble, France)  
– Final official grade: 80%

**2005** BSc in Computer Science at the Université Joseph Fourier (Grenoble, France)  
– I've done my last year as ERASMUS exchange student (University of Bath, UK)  
– Final official grade: Upper second class

**2002** Baccalauréat Scientifique at the Lycée Charles de Gaulle (Ankara, Turkey)

**Since September 2017**

**IT Application Manager**

**Swiss Re,  
Zürich, Switzerland**

I currently work as an Operations Application Manager and am the IT Owner for 28 applications supporting a wide range of Operations capabilities: publishing internally and externally, social monitoring, newsletters, media production, event management, visitor management, self-help, virtual digital assistants, etc. My direct responsibilities cover areas such as:

- Ongoing operational incident, inquiry, problem, change, release and customer experience / feedback management
- Coordination of critical activities
- Escalation and major incident management
- Solution optimization
- Year-on-year budget management

Thanks to my established network inside and outside Swiss Re, I also cover cross-domain topics such as:

- Establishing sustainable and largely outsourced DevOps as well as other types of core flex models, ensuring agile delivery, minimized knowledge gaps between teams and optimal cost
- Cloud transformation advisory and execution, ensuring both way coordination – Group Operations' requirements are appropriately represented and reflected in the capabilities provided by the associated Governance and Technology Management units, and that the Design & Delivery and Operations teams benefit most from existing capabilities
- Cross-platform and mobile service delivery

**January to August 2017**

**Head Application Management**

**Swiss Re,  
Zürich, Switzerland**

As the Head Application Management in CEDD Operations, I lead a team with end to end responsibility for 50+ Operations applications:

- Advising and helping project teams on technological, integration, functional and user experience aspects
- Operational readiness prior to go live, and establishment of the important processes: incident and problem management, monitoring, etc.
- Ongoing operational incident, problem, change and release management
- Year-on-year budget management
- Decommission

As the Head Application Management:

- I oversaw the activities done by my team
- I provided input for and align team's goals to management decisions on strategic priorities
- I served as the link for ensuring alignment between the other domains at Swiss Re such as business domains (through change advisory and other boards), infrastructure, other IT divisions, etc.

**February 2011 to  
December 2016**

I initially joined Swiss Re as an IT Application Manager.

**IT Application  
Manager**

My portfolio grew over time and included applications from the following domains:

**Swiss Re,  
Zürich, Switzerland**

- Public Internet sites
- Corporate intranet, including analytics
- Inter-company and intra-company social networking tools
- External and internal video on demand
- External, internal premium (Group Management Board) and internal general newsletters
- Real-time, moderated chats
- Surveys, both external and internal
- Large scale (250 - 1'500 participant) Web-based conferencing, both with internal and external parties
- Enterprise architecture tools
- Project portfolio management

As an application manager, I had:

- An overview and managing responsibility of the (onsite and offshore) support-related (incident, problem, monitoring and reporting) and release-related (change) teams
- Close links with teams that prepare and implement future solutions, ensuring rollout of solutions in an optimal manner
- Close links with other enabling teams, such as communications, legal & compliance, sourcing (contract management) or user training
- Solution quality responsibility, including functional and load testing
- Budget ownership

**November 2007 to  
January 2011**

I've worked with the services team, closely related to the research and development team, around Java EE servers and lightweight ESBs:

**Development  
Engineer**

**Bull S.A.S.,  
Echirolles, France**

- Understanding client needs and projection in the Java EE, server administration or Enterprise Integration domains
- Product and architectural recommendations
- Task listing, time and cost prediction
- Creation of the development and integration environments
- Act as a technical responsible during the implementation phase
- Take care of the integration and final testing
- Tracking of user issues, creation of new projects for evolutions

As part of these developments, I'm a decision maker in many projects at OW2 and Codehaus. I'm also closely involved with the Apache community.

**January to  
November 2007**

**Embedded Systems  
Software Designer**

**Ciprian SARL,  
Saint Ismier, France**

I've done architectural and technological choices in order to:

- Move from a single-threaded DSP-based control system to a multi-threaded system
- Enable TCP/IP support (Ethernet, Wi-fi)
- Enable Telnet and HTTP-based device control
- Create user tools and interfaces
- Create an automated device testing platform

I've also been in direct contact with a certain number of clients.  
The final product was patented and is a commercial success.

**September 2005 to  
September 2006**

**Intern**

**CLIPS laboratory,  
Grenoble, France**

I've done an internship as part of my Magistère degree. The subject was the design, implementation and testing of a new social interactivity platform. Techniques used include:

- CAUTIC method for identifying how people are currently perceiving various communications systems (be it e-mail, blogs, instant messengers, SMS, video calls, etc.) and how this new interaction platform should be presented to them.
- Implementation on a plugin-based platform using MFC, DirectX, MSHTML and various IM networks.
- Test with a few hundreds of users.