



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.

Head Application Management in Operations IT

Key Skills

Application, team and stakeholder management

With an engineering, developer, project and ITIL-certified application manager background, I currently work as Head Application Management in one of the World's largest reinsurance companies.

My current expertise areas include:

- Cross-organizational relationship management
- IT / Business criticality management, across multiple clients and multiple providers; including offshored
- Change and release management
- Budget, priority and Board management

Key specialties: ITIL, application management, risk management, budget management, business continuity, crisis management, solution quality, offshoring, relationship 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

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 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)

Professional Curriculum

Since January 2017 I currently lead the Application Management team in Swiss Re's Operations IT department, focusing on productive applications and systems from various parts of the Operations domain in Swiss Re (Public Internet sites, Corporate intranet, analytics, social networking, surveys / engagement analysis, newsletters, service cost management, etc.).

Head Application Management

Swiss Re,

Zürich, Switzerland

My team has end to end responsibility for the 50+ applications in the domain:

- 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 oversee the activities done by my team
- I provide input for and align team's goals to management decisions on strategic priorities
- I serve 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.

<p>February 2011 to December 2016</p> <p>IT Application Manager</p> <p>Swiss Re, Zürich, Switzerland</p>	<p>I initially joined Swiss Re as an IT Application Manager.</p> <p>My portfolio grew over time and included applications from the following domains:</p> <ul style="list-style-type: none"> • 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 <p>As an application manager, I had:</p> <ul style="list-style-type: none"> • 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
<p>November 2007 to January 2011</p> <p>Development Engineer</p> <p>Bull S.A.S., Echirrolles, France</p>	<p>I've worked with the services team, closely related to the research and development team, around Java EE servers and lightweight ESBs:</p> <ul style="list-style-type: none"> • 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 <p>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.</p>
<p>January to November 2007</p> <p>Embedded Systems Software Designer</p> <p>Ciprian SARL, Saint Ismier, France</p>	<p>I've done architectural and technological choices in order to:</p> <ul style="list-style-type: none"> • 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 <p>I've also been in direct contact with a certain number of clients. The final product was patented and is a commercial success.</p>

September 2005 to September 2006 I've done an internship as part of my Magistere degree. The subject was the design, implementation and testing of a new social interactivity platform. Techniques used include:

Intern

**CLIPS laboratory,
Grenoble, France**

- 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.