



## Savaş Ali Tokmen

IT Production Management Director at Swiss Re

With an engineering, technical architecture, development, project management and IT Operations background, I lead the IT Production Management team, who maintains the oversight of the operational status, and acts and communicates on Major Incidents of all of Swiss Re's production systems 24/7.

I enjoy working with multidisciplinary people in environments where ensuring sustainability of solutions is key – be it from a service structure, organizational structure, cost, risk, user experience and strategic perspective.

Contact details [contact.ali.tokmen.com](mailto:contact.ali.tokmen.com)  
[linkedin.com/alitokmen](https://www.linkedin.com/alitokmen)

Location Zurich, Switzerland

### Key Skills

#### Operational Leadership

- I lead the IT Production Management team, who **maintains the oversight** of the operational status of all of Swiss Re's production systems 24/7.
- When **IT issues with a large impact** are observed, my team **brings together the right experts** in the different teams with the right information, ensuring a **smooth resolution of the issue** while providing **clear communication to senior management and stakeholders**. 9 months after being established, my team **reduced the MTTR for all Major IT Incidents across Swiss Re by 42%**.
- My team constructively follows up on the post-mortem activities of issues so that **process and system improvements are in place**, either as part of the **Major Problem Management** process itself or through **steering of quarterly cross-domain OKRs**, and reduces repeating issues.

#### Product Area Leadership

- Lead a **team of Product Owners** in the areas of Service Quality, Service Governance, Service Oversight, Service Reporting and Cognitive Automation. Our Strategic Goal is to provide Swiss Re with **autonomous IT Operations capabilities**.
- Establish and communicate the **Product Area vision**, purpose, & **measurable business/customer value metrics** and align these with Senior Leadership and business strategy.
- **Engage senior management** in order to align priorities and **secure budget** for hiring as well as cashout activities.
- **Inspire, empower and enable** squads to realise their missions and **deliver value** while **strengthening people and functional capabilities**.

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

- Proactive **introduction of operations capabilities in projects**, for technological advisory, integration and maintainability
- **Establishing and managing key operational processes**: incident, inquiry, problem, change, release and feedback management
- **Coordination of critical activities** (e.g. coordination of the publication of Swiss Re's quarterly financial results), 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
- Continuous **management and steering of service levels** provided by outsourcing partners and/or third-party software and service providers (for SaaS solutions in particular)

#### Digital, Agile and Cloud transformation

- **Establishing** sustainable and largely outsourced **DevOps models**, ensuring agile delivery, minimized knowledge gaps between teams and optimal cost
- Cross-platform and mobile service delivery
- **Ensuring the technical readiness** of cloud (IaaS, PaaS and DBaaS) platforms for my division's application portfolio
- **Planning, communication and coordination** of cloud migrations
- Establishment of cloud related KPIs, e.g. for **tracking and communicating the migration progress**, as well as for **keeping the ongoing financials under control**
- Establishment and maintenance of **inter-company networks of exchange**, including the associated business stakeholders, to ensure trend tracking and best practice exchanges

#### Multilingual environments

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

## Diplomas, Certifications and Achievements

<b>2021</b>	AZ-900: Microsoft Azure Fundamentals (Zurich, Switzerland)
<b>2020</b>	Professional Scrum Product Owner I (Zurich, Switzerland)
<b>2019</b>	Institute for Professional Problem Solvers IT Root Cause Analysis [itRCA™] Foundation (Zurich, Switzerland)
<b>2011 to 2022</b>	ITIL certifications (Zurich, Switzerland, V3 from 2011 to 2014, V4 in 2022): <ul style="list-style-type: none"><li>• ITIL V3 Foundation</li><li>• ITIL V3 Service Strategy</li><li>• ITIL V3 Service Design</li><li>• ITIL V3 Service Transition</li><li>• ITIL V3 Service Operation</li><li>• ITIL V3 Continual Service Improvement</li><li>• ITIL V3 Managing Across the Lifecycle</li><li>• ITIL V3 Expert in IT Service Management</li><li>• ITIL V4 Managing Professional</li></ul>
<b>2012</b>	APMG International Certified Outsourcing Specialist (Zurich, Switzerland)
<b>2010</b>	Managing Projects in their Human Aspects at Bull Formations (Echirolles, France)
<b>2008</b>	Basis of Project Management at Bull Formations (Paris, France)
<b>2007</b>	MSc in Computer Engineering at the UFR IMA (Grenoble, France) - Final official rank: 1st of the promotion (out of 51 students)
<b>2006</b>	Magistère M2 in Computing at the CLIPS laboratory (Grenoble, France) - Final official grade: 80%
<b>2005</b>	BSc in Computer Science at the Université Joseph Fourier (Grenoble, France) - I have done my last year as ERASMUS exchange student (University of Bath, UK) - Final official grade: Upper second class
<b>2002</b>	Baccalauréat Scientifique at the Lycée Charles de Gaulle (Ankara, Turkey)

## High Level Professional Curriculum

<b>Jan 2024 – Today</b>	IT Production Management Director at Swiss Re (Zurich, Switzerland)
<b>Apr 2021 – Dec 2023</b>	Product Area Lead for Service Insights at Swiss Re (Zurich, Switzerland)
<b>Sep 2017 – Mar 2021</b>	<ul style="list-style-type: none"><li>• IT Application Manager</li><li>• Cloud Lead for the Digital Delivery Services division (both roles at Swiss Re) (Zurich, Switzerland)</li></ul>
<b>Jan 2017 – Aug 2017</b>	Head Application Management in CEDD Operations at Swiss Re (Zurich, Switzerland)
<b>Feb 2011 – Dec 2016</b>	IT Application Manager at Swiss Re (Zurich, Switzerland)
<b>Nov 2007 – Jan 2011</b>	Development engineer and project manager at Bull S.A.S. (Echirolles, France)
<b>Jan 2007 – Oct 2007</b>	Embedded Systems Software Designer at Ciprian SARL (Saint Ismier, France)
<b>Sep 2005 – Sep 2006</b>	Internship as part of my Magistère degree, working on the digital communication channels from a research perspective at the CLIPS laboratory (Grenoble, France)

## Other interests

<b>Insights on (re)insurance and corporate finance</b>	<ul style="list-style-type: none"><li>• Completed trainings on Insurance Business Performance Drivers, Insurance Leadership Simulation, Swiss Re's Economic Value Management (EVM), Corporate Finance, etc.</li><li>• Rotation with Quantitative Financial Risk Management (Model Validation) for 4 months</li></ul>
<b>Open source software, industrialization</b>	<ul style="list-style-type: none"><li>• Published articles under the Creative Commons license on topics such as JavaScript toolkits, PHP, Java EE / OSGi / ESB integrations, etc.</li><li>• Coordinator and copyright owner for Codehaus Cargo</li><li>• Experience on setups with a mixture of open and closed source components</li><li>• Own Web site with open source components</li></ul>
<b>Outdoor hobbies</b>	<ul style="list-style-type: none"><li>• Skiing, sailing, photography</li></ul>

## Details on Professional Curriculum

<b>Since January 2024</b>	I currently lead the <b>IT Production Management</b> team distributed across the Globe, maintaining the oversight of the <b>operational status of all of Swiss Re's production systems 24/7</b> .
<b>IT Production Management Director</b>	When <b>IT issues with a large impact</b> are observed, my team <b>brings together the right experts</b> in the different teams with the right information, ensuring a <b>smooth resolution of the issue</b> while providing <b>clear communication to senior management and stakeholders</b> . 9 months after being established, my team <b>reduced the MTTR for all Major IT Incidents across Swiss Re by 42%</b> .
<b>Swiss Re, Zürich, Switzerland</b>	My team constructively follows up on the post-mortem activities of issues so that <b>process and system improvements are in place</b> , either as part of the <b>Major Problem Management</b> process itself or through <b>steering of quarterly cross-domain OKRs</b> , and reduces repeating issues.
<b>April 2021 to December 2023</b>	As the <b>Product Area Lead for Service Insights</b> , I have set strategic direction and lead a team of Product Owners in the areas of Service Quality, Service Governance, Service Oversight, Service Reporting and Cognitive Automation.
<b>Product Area Lead for Service Insights</b>	Our Strategic Goal has been to provide Swiss Re with <b>autonomous IT Operations capabilities</b> , ensuring technical, security and other types of serious and complex issues are recognized and resolved faster and with greater accuracy than humans can do today while augmenting them with predictive insights so they can be ahead of such issues and resolve them before they are visible to customers and clients.
<b>Swiss Re, Zürich, Switzerland</b>	I also regularly held the <b>Daily Production Management</b> duty, ensuring cooperation between teams during taskforces for major IT incidents, accountable for the approval of emergency changes and responsible for senior management communication during major IT issues.
<b>September 2017 to March 2021</b>	As an <b>ITIL-certified and cross-domain application manager in Group Operations</b> , I was responsible for 28 applications corresponding to a yearly financial footprint of c.a. 2.5 million USD in license, maintenance and change efforts. In addition, I have been the <b>Cloud Lead my division</b> for 4 years, coordinating the IaaS, PaaS and DBaaS migrations of my division as well as the associated ongoing activities such as financial and service optimizations.
<b>IT Application Manager and Cloud Lead</b>	My expertise areas included: <ul style="list-style-type: none"><li>• Cloud transformation planning, advisory, execution and ongoing coordination for our heterogeneous (in house developed, third party, SaaS hybrid, integration, reporting, etc.) portfolio comprising around 260 applications</li><li>• Proactive introduction of operations capabilities in projects, in particular for technological advisory around cross-platform and mobile service delivery, platform integration and solution maintainability</li><li>• Establishing and managing key operational processes: incident, inquiry, problem, change, release and feedback management</li><li>• Establishing sustainable and largely outsourced DevOps models, ensuring agile delivery, minimized knowledge gaps between teams and optimal cost</li><li>• Coordination of critical activities, escalation and major incident management</li><li>• Service optimization by minimizing footprint, recurrent costs, landscape scattering and organizational complexity</li><li>• Continuous management and steering of the service levels provided by outsourcing partners and/or third-party software and service providers (for SaaS solutions in particular)</li></ul>
<b>Swiss Re, Zürich, Switzerland</b>	
<b>January to August 2017</b>	As the <b>Head Application Management in Group Operations</b> , I lead a team with end to end responsibility for 50+ Operations applications:
<b>Head Application Management</b>	<ul style="list-style-type: none"><li>• Advising and helping project teams on technological, integration, functional and user experience aspects</li><li>• Operational readiness prior to go live, and establishment of the important processes: incident and problem management, monitoring, etc.</li><li>• Ongoing operational incident, problem, change and release management</li><li>• Year-on-year budget management</li><li>• Decommission</li></ul>
<b>Swiss Re, Zürich, Switzerland</b>	I oversaw the activities done by my team, provided input for and align team's goals to management decisions on strategic priorities while serving 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.

## Details on Professional Curriculum (contd.)

February 2011 to  
December 2016

IT Application Manager

Swiss Re,  
Zürich, Switzerland

I initially joined Swiss Re as an **IT Application Manager**.

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

- 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, 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

Development Engineer and  
Project Manager

Bull S.A.S., Echirolles,  
France

I have worked as a **development engineer and project manager** with the services team, closely related to the research and development team, around Java EE servers and lightweight ESBs:

- 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 have been a decision maker in many projects at OW2 and Codehaus and was closely involved with the Apache community.

January to October 2007

Embedded Systems  
Software Designer and  
Technical Architect

Ciprian SARL,  
Saint Ismier, France

As an **embedded systems software designer and technical architect**, I have 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 have 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 have 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