



Savaş Ali Tokmen

IT Application Manager and division Cloud transformation lead

With an engineering, developer and project manager background, I have over 9 years experience in IT Application Management, am a certified ITIL Expert in IT Service Management since 2014 and the Cloud Transformation Lead for our division.

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

Location Zürich, Switzerland

Key Skills

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

With an engineering, developer and project manager background, I currently work as an ITIL-certified and cross-domain application manager in one of the World's largest reinsurance companies responsible for 28 applications corresponding to a yearly financial footprint of c.a. 2.5 million USD in license, maintenance and change efforts.

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
- Continous management and steering of the Service Levels provided by outsourcing partners and/or third party software and service providers (for SaaS solutions in particular)

I also cover cross-domain topics such as:

- Establishing sustainable and largely outsourced DevOps models, ensuring agile delivery, minimized knowledge gaps between teams and optimal cost
- Cloud transformation planning, advisory and execution; where I am the Cloud Transformation lead for our division and the coordinator for our homogeneous (in house developed, third party, SaaS hybrid, reporting, etc.) portfolio comprising around 120 applications
- Cross-platform and mobile service delivery

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

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

I have in particular worked in the design and implementation of new features and maintenance of existing features in the OW2 JOnAS Java EE server, its OSGi-based extension such as with Apache Camel and am still the coordinator and copyright owner for Codehaus Cargo.

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

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)

MSc in Computer Engineering at the UFR IMA (Grenoble, France)

2007 – Final official rank: 1st of the promotion (out of 51 students)

Magistère M2 in Computing at the CLIPS laboratory (Grenoble, France)

2006 – Final official grade: 80%

2005 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

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 corresponding to a yearly financial footprint of c.a. 2.5 million USD in license, maintenance and change efforts and 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 have 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 have been a decision maker in many projects at OW2 and Codehaus and was closely involved with the Apache community.

**January to
November 2007**

**Embedded Systems
Software Designer**

**Ciprian SARL,
Saint Ismier, France**

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.