

İZZET ERTEN

Education

- **Boğaziçi University**, 1996-1998, MS in Electrical and Electronics Engineering.
- **Boğaziçi University**, 1992-1996, BS in Electrical and Electronics Engineering. GPA 3.31 – rank 11.
- **Niğantaşı Anadolu Lisesi** 1985-1992, graduation rank 1.
- **Anadolu University (RE)**, 2012-2016, BA in Turkish Language and Literature

Experience

- **Türk Telekom, May 2015 – present Director of Operational Excellence**

Security Operations : Network Security (FW, IPS, SSLVPN, AV, etc), Event Management (SIEM, DAM, DLP, etc), User Access Management (IDM, SSO, etc.)



Winner of ICMG 2016 Architecture Award: Cyber Threat Intelligence Sharing and Automated Response Project: <https://goo.gl/bCqDGD>

Performance & Governance : Design, optimization and governance of operational processes (change, problem, defect, continuous improvement, knowledge, crisis, failover, etc.)

Preparation and governance of performance scorecards of all operation teams



Launched Operational Performance Monitoring (OPM) portal, OPM mobile application.

Launched Change Board: near-realtime, heuristic and adaptive risk assessment model for change management.

Enabled near-real time budget monitoring, improved several KPIs related to budget management.

Launched a gamified Operational Continuous Improvement process: “Improvement League” Governance of all operational projects.

SPOC of Operation for SDLC, Sales, Customer Care and Regulation.

L3 Operations : Improvement projects, audits in Mobile NW. Governance of Operation Orientation Program.

Launched “Hubble” (DWDM performance monitoring software). A session in “Next Generation Optical Networking Conference 2016” is dedicated to Hubble.

- **İzci, September 2014 – December 2015 Founding Partner**



Design and technical analysis of a location based mobile application : izci.

<http://izciapp.com>

- **Avea, September 2014 – May 2015 L3 Operations Department Manager**

Performance management, process governance for operations.

Change Management, Operational project governance.

L3 Operations.

- **Avea, May 2013 – September 2014 Business Intelligence Solutions Department Manager**
Management of three teams responsible from analysis & development of business intelligence solutions.

Product and service portfolio includes:

Enterprise Data Warehouse (Oracle Exadata), ODS (Oracle, GoldenGate), Avea BI Reporting Environment (OBI), SAS Enterprise Miner, SAS Marketing Optimization, Avea Complex Event Processing (EVAM), Dealer Premium Management (Inhouse), Big Data Sandbox (Inhouse), Mobile Reporting.



Our Intellimap Project (An inhouse heat-map of Avea user activity) won “Best in Biz” International Award: <https://goo.gl/hySrLb>

Important projects:

Complex Event Processing (CEP) Expansion & Restructuring (2013), Intellimap Design & Development (2013), DWH Reengineering (2014), ODI Release Upgrade & Standardization (2014)

- **Avea, August 2010 – May 2013, Postpaid Operation Department Manager**
 - Management of three teams performing billing, charging, roaming and collection operation of **5,5 million** postpaid subscribers.
 - Ensuring compliance to all billing & charging SLAs and OLAs within IT Operations and within Avea.
 - Leader of UC4 Job Automation Project. Primary contact of IT Operations in SDLC workflow design. (Project with IBM). Responsible from performance tests, operational acceptance and defect management in BSCS IX Migration (February 2011)
- **Avea, October 2007- August 2010, Billing & Collection Operation Line Manager**
 - Management of invoice generation, postpaid collection process.
 - Responsible from generation of reimbursement and undercharge reports. Main contact for all IT & Network related postpaid charging problems.
 - Triggered projects to improve billing process performance, case management, billing security and operational excellence.
 - Integration of billing & collection services to HP OpenView.
 - Primary contact of IT Operations in ITIL workflow design.
- **Turkcell, 2006 – 2007, Technical Analyst – Billing & Charging**
 - Technical analyst for billing & charging and mediation systems: EMM, OMM and BSCS Rating Chain. Analysis phase leader of several projects including 3G, New Fraud System, MNP etc.
 - Experience in Technical Analysis, UML.
- **Turkcell, 2003 – 2006, Mediation Administrator**
 - System support, test management of EMM (Ericsson Multi Mediator) and OMM (Online Mediation) systems.
 - Member of EMM 5.0 FOA acceptance team.
 - Design and implementation of revenue monitoring tool, based on inter-system reconciliations. (METIS)
- **Ericsson, 2001 – 2003, Complementary Systems Support Engineer**
 - System support & development for several systems in GSM network, including EMM (Ericsson Multi Mediator), EMA, and Fraud Office (FO). Turkcell, Avea, KKTCell, AzerCell, GeoCell, Kcell were supported operators.
 - Developer & Mediation Integrator of Convergence project in Turkcell.

- **Turkish Navy, Golcuk – Izmit, 2000 – 2001, Software Development Officer**
 - Analysis and development of client – server applications in Oracle.
- **Nortel Networks - Istanbul, 1998 – 1999, Wireless Network Engineer**
 - Radio network planning and survey measurements of Proximity I FRA system.
- **Bogazici University, 1996 – 1998, Teaching Assistant in Electrical and Electronics Engineering Department.**
 - Assistance to various laboratory, graduate and undergraduate courses.

Trainings

- Trainings in project management, ITIL, COBIT, SDLC, ETOM, 6sigma.
- Several trainings in man management, coaching, leadership.

Publications

- “Multi-Level Optimization Approach To Switched Capacitor Filter Synthesis”, *IEEE Circuits and Systems*, Sept. 2000, journal paper.
- “High Level Synthesis of SI Filters”, 3. International Workshop on Design of Mixed-Mode IC and applications by *IEEE CAS*, Puerto Vallarta Mexico 1999, international conference paper.
- “Novel Approaches in Word Recognition”, Bilisim 99, symposium paper in academic section.
- “A Compaction Algorithm for SAFANN”, TAINN 1997 Ankara, international conference paper.
- Other technology related essays in popular science magazines.

Awards

- University entrance examination of Turkey (ÖSS) rank 4. 1992.
- Turkey Chess Championship (Turkish Chess Federation), rank 4. 1990.
- Istanbul Chess Championship (Turkish Chess Federation), bronze medal. 1989, 1990.

Personal Information

- Date & Place of Birth: 1974 – Istanbul.

References are available upon request.