

Erdem Aksoy

IT Manager

Senior ITSM Professional

Software Engineer

Project Manager

IT Auditor

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Summary

I am a senior IT management systems professional with software engineering background.

I started working as an engineer and soon learned about the management systems and quality methods which are crucial for obtaining the best results in my work. I have broad experience on ITIL, COBIT and CMMI frameworks and successfully completed projects on ISO 20000 and ISO 27001 certifications.

I was introduced to project management as a part of my work in TCS which became my way of working for over 10 years now. This experience gave me the chance of being the co-author of the PMI based Tofaş Project Management Internal Training Module for Tofaş Academy.

I am looking for a new career opportunity to share my experience in a new environment where I can also improve my skills.



Work Experience

- **Çimtaş**

Steel; Bursa, Turkey

03/2016 - ...



- Working as the IT Assistant Manager, responsible for IT Processes and Information Security
- Acting as the Change Manager for all Cimtas companies (5 companies / 7 factories)
- Project Manager: ISO 27001 Information Security Management System Certification (4 companies / 6 factories)
- Project Manager: IT KPI Dashboard
- Project Manager: R&D Center Certification
- Project Manager: ITIL process improvement (Change Management, Incident Management, Request Fulfillment)
- Project Manager: Data Classification & DLP
- Project Manager: PIANiSM (Predictive and Prescriptive Automation in Smart Manufacturing – EU Funded R&D Project)
- Project Manager: KVKK Compliance (Turkish GDPR)

Work Experience

- **Fiat Chrysler Automobiles**

Automotive; Turin, Italy

01/2015 – 02/2016



- Working in the FCA Global ITSM program as the responsible for Service Asset and Configuration Management field. (330K+ end users)
- Responsible for establishing the FCA global asset and configuration management processes, designing the CMDB and coordinating integration projects for existing FCA EMEA tools.
- Managing the relations of all ITSM processes with SACM processes.

Work Experience

- **TOFAŞ (FCA Turkey)**

Automotive; Bursa, Turkey

04/2013 – 01/2015

- Responsible for IT processes and tools in FCA Turkey, duties include establishing management systems, defining KPI's and process improvements
- Project Manager: ISO 20000 ITSMS Certification
- Project Manager: IT KPI Tracking System
- Project Manager: IT Process Improvement
- ISO 27001 and ISO 20000 auditor
- Preparation and representation of Tofaş IT in audits
- Quality management for IT projects
- Preparation of Project Management Training Module for Tofaş Academy



Work Experience

- **Çimtaş**

Steel; Bursa, Turkey

06/2010 – 04/2013



- Responsible for IT processes and tools for Çimtaş group companies, duties include establishing management systems and defining KPI's
- Managing the Help Desk operations
- Project Manager: ITIL based ServiceDesk system
- Project Manager: IT KPI Tracking
- Project Manager: IT Process Improvement
- Preparation and representation of Çimtaş IT in audits
- Auditing IT in group companies

Work Experience

- **Doruk Automation**



IT; Antalya, Turkey

01/2010 – 02/2010

- Project Manager: CMMI Certification

Project cancelled for financial constraints

- **NORA**



Automotive; Bursa, Turkey

07/2008 – 04/2009

- Project Manager: Bosch Rexroth Paint Conveyor Line
- Project Manager: ISO 9001 Certification

Work Experience

- **Tata Consultancy Services**

IT; Budapest, Hungary

04/2005 – 04/2008



- Project Lead: Delphi Olympic Project
Automotive; EDI systems migration
- Project Lead: Bloomberg Mutual Funds
Finance/Broadcasting; Software Development/BPO
- Project Lead: General Electric Commercial Finance BI
Finance; Business Intelligence

Work Experience

- **ISS**

Services; Budapest, Hungary

01/2003 – 01/2005

- Web Design
- Graphic Design
- Event Management

- **Türk Eximbank**

Finance; Ankara, Turkey

2002 summer intern

- **TG GmbH**

Glass Manufacturing; Kronach, Germany

1998 summer intern



Education

- **Budapest University of Technology and Economics**

Software Engineering; Budapest, Hungary

1999 – 2000 College: Graduated with honors

2000 – 2006 University

- **Tophane Anadolu Meslek Lisesi**

Electronics; Bursa, Turkey

1995 - 1999

Languages

- **Turkish** (Native)
- **English** (Full professional proficiency)
- **Hungarian** (Limited working proficiency)
- **Italian** (Limited working proficiency)
- **German** (Elementary proficiency)
- **Spanish** (Elementary proficiency)

Certifications/Trainings

- **Project Management:** Tofaş
- **Project Management:** TCS Academy (3 months workshop)
- **ISO 22301:2012 Lead Auditor:** Rightteam / TTM
- **ISO/IEC 27001:2013 Lead Auditor:** BSI
- **ISO/IEC 27001:2005 Lead Auditor:** QA Technic
- **ISO 20000 Internal Auditor:** Karya Bilişim
- **ISO 9001:2000 Internal Auditor:** Bureau Veritas
- **ISO 22301:** Rightteam
- **ISO 27301:** Rightteam
- **ISO 31000:** Rightteam
- **ISO 50001 Awareness:** BSI
- **ITIL Practitioner:** Educore
- **ITIL Foundation (Certified - Axelos)**
- **ITIL Foundation (2011 Edition):** Noventum
- **ITIL V3 Foundation:** BTBilgi
- **ITIL V2 Foundation:** TCS Academy
- **MS 50353 - Microsoft SharePoint 2010 for IT Pro:** BilgeAdam
- **MS 50470 - Microsoft SharePoint Server 2010 for the Site Owner / Power Users:** BilgeAdam

Awards and Honors

- **Award for Improving Collaboration**

TOFAŞ, 2014

- **Award for Creating Customer Satisfaction**

TOFAŞ, 2013

- **Certificate of Merit**

Budapest University of Technology and Economics, 2000

- **Speaker/Moderator**

Cyber Security for Critical Assets MENA Summit, Dubai, 2019

Affiliations / Other

- Bilişim Derneği (Information Technology Association)
Representative of Gemlik / 2018 - ...
 - İzmir Türk Macar Dostluk Derneği (Turkish Hungarian Friendship Association)
Member / 2018 - ...
 - Students' International Union
President / 2003 - 2004
 - Students' International Union
Vice President / 2001 - 2003
 - Turkish – Hungarian Student Association
Vice President / 2003 – 2004
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- Nationality: Turkish (April 30, 1981 Bursa)
 - Single
 - No military obligation