

Erdem Aksoy, CISA, CDPSE

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Skills

- **IT Management** – CISA / ISO 20000 / ITIL 4
- **Information Security** – Information Security Manager / ISO 27001-27701 / CDPSE / OT Security
- **Project Management** – Experience in global, large scale IT projects / Co-author of Project Management training module for Tofas Academy (FCA Turkey)
- **People Management** – Broad experience in managing multicultural teams

Experience

Mersin International Port (MIP), Mersin, Turkey

Acting Head of IT

(01/2022)-Present

Head of IT departments for the largest port of Turkey and one of the largest business units of PSA Global

Supporting business with state-of-the-art IT infrastructure and security platforms

Security operations management

Enterprise software & mobile application development (DevOps, Scrum)

Compliance to the IT/OT service and security standards

IT field services supported with service desk, supporting office buildings and port area

Strategical IT management, alignment with the business goals

Risk management

IT financial management

Digital transformation

Freelance

Exemplar Global accredited ISO 20000 ITSMS LA Instructor

(06/2021)-Present

Training and assessing IT Service Management System Lead Auditor candidates

Mersin International Port (MIP), Mersin, Turkey

IT Project, Governance & Compliance Manager

(01/2021)- (12/2021)

IT Security Officer

OT Security Officer

IT Service Management

ISO 27001 ISMS Certification

Controlling IT PMO

Cimtas (Enka), Bursa, Turkey

IT Process & Information Security Manager

(03/2016)- (01/2021)

Obtained ISO 27001 certification for all 5 Cimtas companies / 7 production plants

Re-designed existing IT processes

Established Change Management process

Established Cimtas Pipe R&D Center (the first company to achieve certification in a Turkish free-zone)

Project Manager for an EU funded digital transformation project

OT Security Lead

KVKK/GDPR IT Lead

Fiat Chrysler Automobiles, Turin, Italy

SACM Lead

(01/2015)- (02/2016)

Lead the Service Asset & Configuration Management process for Drive IT Global Services Program

(The largest ServiceNow implementation project in the world at the time with 330K end-users and 200+ locations)

Consolidated the CMDB for FCA worldwide

Tofas (FCA Turkey), Bursa, Turkey

IT Quality & Method Specialist

(04/2013)- (01/2015)

Obtained ISO 27001 certification as a part of AEO status certification (the 1st company to obtain Authorized Economic Operator status in Turkey)

Obtained ISO 20000 certification (the 1st automobile manufacturing plant to obtain this certification in the world)

Re-designed IT processes to increase capability maturity to 3+ for every process

Managed the IT KPI Dashboard project

Co-authored the "Project Management Training Module" for Tofas Academy

Established performance evaluation process for IT employees

Cimtas (Enka), Bursa, Turkey

IT Service Management Lead

(06/2010)- (04/2013)

Established service delivery processes and managed helpdesk

Established the first ITSM and ISM practices

Started the first IT audits for group companies

Nora, Bursa, Turkey

Production Manager

(07/2008)- (04/2009)

Established the production conveyor line & automation systems

Obtained ISO 9001 certification

Tata Consultancy Services, Budapest, Hungary

Project Lead

(04/2005)- (04/2008)

Managed software and BPO projects for various clients (CMMI Level 5 processes)

Process improvement in order to save 60% from the project resources

Customer Satisfaction Index: 100%

SAP, EDIFACT EDI, Business Objects (Business Intelligence)

Innovative Software Solutions, Budapest, Hungary

Partner

(01/2003)- (01/2005)

Web design

Graphics design

Project Management

Education and Certifications

- Software Engineering, Bachelor of Science, 2007
Budapest University of Technology and Economics, Budapest, Hungary
- CISA (Certified Information Systems Auditor), ISACA
- CDPSE (Certified Data Privacy Solutions Engineer), ISACA
- Tao of Coaching Workshop, PSA University
- ISO 27001 Lead Auditor, BSI
- ISO 22301 Lead Auditor, TTM
- ISO 27701 Lead Auditor, Anka Global
- ISO 20000 Lead Auditor, Anka Global
- ISO 20000 Lead Auditor Trainer, Anka Global
- ISO 9001 Internal Auditor, Bureau Veritas
- ISO 20000 Requirements Training, Rigcert
- ISO 27701 Requirements Training, CFE Cert
- ISO 31000 Requirements Training, Rightteam
- ITIL V4 Foundation, training: Educore, certified: Axelos
- ITIL V3 Foundation, training: HP, certified: Axelos
- ITIL V2 Foundation, TCS Academy
- ITIL Practitioner, Educore
- ITIL 4 Specialist Create, Deliver and Support: Educore
- ITIL 4 Specialist Drive Stakeholder Value: Educore
- ITIL 4 Specialist High-velocity IT: Educore
- ITIL 4 Specialist Direct, Plan and Improve: Educore

- Project Management Workshop, TCS Academy
- MS 50353 - Microsoft SharePoint 2010 for IT Pro, BilgeAdam
- MS 50470 - Microsoft SharePoint Server 2010 for the Site Owner / Power Users, BilgeAdam
- WSET Level 2 Award in Wines

Affiliations / Other

- **ISACA Ankara Chapter / Membership and Communications Director, 2021 – 2023**
- Şarap Uzmanları ve Eğitimcileri Derneği, 2022
- ISACA Member, 2019
- ISACA Ankara Chapter Member, 2019
- Bursa Tadım Kulübü, 2020
- Bilişim Derneği (Information Technology Association) Representative of Gemlik, 2018 - 2019
- İzmir Türk Macar Dostluk Derneği (Turkish Hungarian Friendship Association) Member, 2018 - 2019
- Students' International Union President, 2003 - 2004
- Students' International Union Vice President, 2001 - 2003
- Turkish – Hungarian Student Association Vice President, 2003 – 2004