

CEM BURUS

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PROFESSIONAL EXPERIENCE

06/2019 – 08/2020 [CROSSOVER FOR WORK](#) Austin, TX

Quality Assurance Software Engineering Manager

- Hiring, managing, training and mentoring a dispersed, global team of software testing QA architects and engineers to deliver high quality of software testing and quality assurance services.
- Delivering a consistent high-quality software testing and quality assurance services and ensuring a goal of achieving 99% FTAR (First Time Acceptance Rate).
- Constantly generating, proposing and implementing solutions to increase team quality and productivity.
- Achieving an expert level understanding of the customers' environments and their use of the company products.
- Providing specific coaching for each member of the team on a daily basis.
- Managed team size: 10.

06/2019 – 08/2020 [IGNITE TECHNOLOGIES](#) Austin, TX

Professional Services Software Engineering Manager

- Hiring, managing, training and mentoring a dispersed, global team of Software & Solution Architects, Developers, Analysts, Account Managers and Project Managers to deliver high quality customized software to B2B clients.
- Establishing standardized technical operations to produce consistent, high-quality deliverables.
- Defining metrics to measure the team's performance to improve processes, staffing, and productivity in order to deliver top-quality customer success on every deliverable while achieving productivity improvements.
- Documenting and communicating the company policies and procedures.
- Driving continuous quality and process improvement by eliminating waste effort and introducing automation.
- By relying on data-driven decisions, ensuring that the team operates at peak performance and quality.
- Managed team size: 24.

11/2016 – 12/2018 [DRD FLEET LEASING](#) Istanbul, Turkey

IT Governance, Quality & Security Manager

- Developing and maintaining processes, policies, standards, and procedures to assess, oversee, escalate, remediate and report on IT risk issues.
- Directing IT functional teams in the development, implementation, monitoring, assessment, and reporting of control processes, documentation and risk activities.
- Establishing, monitoring, and reporting on IT quality, performance and compliance metrics.
- Monitoring on IT compliance, legislative and regulatory trends for impact and potential non-compliance/gaps.
- Management and organization of Testing/Quality and DevOps team.
- Defining and implementing the role software testing and quality plays within the organizational structure.
- Setting up quality key performance indicators (KPIs) for all IT projects, leading project post-mortem activities for KPI success check and root cause analysis (RCA).

- Leading the operations of the enterprise's security solutions through management of the organization's security practices and establishing an enterprise security stance through policy, architecture and training processes.
- Projects managed:
 - Enterprise Digital Transformation (over SAP S/4HANA & Business Suite)
 - Business Intelligence (over SAP BusinessObjects BI Suite)
 - DevOps Automation (over Atlassian DevOps Suite)
 - KVKK Compliance
- Managed team size: 6.

07/2013 – 06/2016

[AKTIFBANK](#)

Istanbul, Turkey

Test, Quality & Release Management Director

Software Testing & Quality:

- Management and organization of testing and quality team.
- Defining and implementing the role software testing and quality plays within the organizational structure.
- Setting up quality key performance indicators (KPIs) for all IT projects, leading project post-mortem activities for KPI success check and root cause analysis (RCA).
- Defining the scope of testing within the context of each release/delivery.
- Deploying and managing the appropriate testing framework to meet the testing mandate.
- Implementing and evolving appropriate measurements and metrics to be applied against the product under test and the Testing & Quality Team.
- Planning, deploying, and managing the testing effort for any given engagement/release.
- Managing and growing testing assets required for meeting the testing mandate.
- Mentoring and training the Testing Team. (Based on ISTQB Syllabi, TMMI Framework, IEEE 829, and IEEE 830.)
- Managing project test meetings and day-to-day test activities of the Testing Team.
- Implementing TMMI Framework, IEEE 829/830/29119 Standards on SDLC and STLC processes.
- Planning companywide performance testing strategy and implementing the strategy for projects.
- Defining performance testing methodologies to help mitigating the risk of project failure, reducing overall project costs and increasing application quality and performance.
- Planning, analysis, design, scripting, execution and documentation of performance tests using HP ALM, HP Load Runner and JMeter.
- Planning, analysis, design, scripting, execution and documentation of automated tests using HP ALM, HP UFT, Selenium and SoapUI.
- Monitoring performance test executions on run-time using HP Diagnostics and making necessary tuning on test scripts and scenarios.
- Providing project stakeholders with performance test results and related suggestions to ensure that all risks and issues are tracked and resolved.

IT Governance & Compliance:

- Leading IT audits for COBIT framework, BDDK (Banking Regulation Supervision Agency) regulations and internal regulations.

- Coordinating and preparing reports for various management committee meetings with a focus on accuracy, consistency and clarity.
 - Preparing automated global CIO dashboard (comprehensive IT reports including KPIs, KRIs, SLAs, project portfolio etc.) with drill down capabilities.
 - Improving external reporting processes and data quality for external auditors and regulatory agencies.
 - Providing timely and accurate reporting (monthly, quarterly and ad-hoc) for key stakeholders.
 - Partnering with operational areas within IT to build strong working relationships, improve workflow and solve organizational issues.
 - Determining what metrics to track, how they are measured and the method in which data is stored, tracked and reported.
 - Develop, calculate and manage IT global KPIs with benchmarks.
 - Supporting the implementation of an enterprise-wide performance management reporting system across all lines of business and functional units.
- Release & Configuration Management:**
- Managing all aspects of the end-to-end release and continuous integration process.
 - Coordination of builds, environments, deployments and release teams.
 - Ensuring release teams follow the organization's established policies and procedures.
 - Providing management reports on release progress.
 - Preparing service release and deployment policy and planning.
 - Release package design, build and configuration.
 - Release package acceptance including business sign off.
 - Service roll-out planning including method of deployment.
 - Ensuring release package testing to predefined acceptance criteria in all test levels.
 - Signing off the release package for implementation.
 - Administration of Atlassian JIRA (issue tracking), Atlassian Confluence (enterprise wiki) and Atlassian FishEye (code activity tracking) systems.
- IT Security & Security Testing:**
- Planning, analysis, design, scripting, execution and documentation of application and infrastructure penetration tests, as well as security review and social engineering tests for the projects.
 - Reviewing and defining requirements for information security solutions.
 - Performing security reviews of application designs, source code and deployments as required, covering all types of applications developed in-house and outsource.
 - Participating in ISO 27001 Information Security Management audits and IT security assessments of networks, systems and applications.
 - Working on improvements for provided security services, including the continuous enhancement of existing methodology material and supporting assets.
- Managed team size: 20.**

11/2011 – 07/2013

[VODAFONE](#)

Istanbul, Turkey

DWH & BI Senior Software Test Engineer

- Performing all testing activities in DWH & BI domains and participating in projects as test prime.
- Evaluating software requirement specification and release notes documents to determine entry and exit criteria for testing.
- Creating test plans, test analysis and test design documents.
- Designing and implementing test cases to verify functional and non-functional requirements.
- Reviewing test plans, test scenarios and test cases prepared by junior testers.
- Providing the junior testers with ISTQB Foundation Level and on-the-job test training.
- Planning, analysis, design, scripting, execution and documentation of automated tests using SoapUI and performance tests using JMeter.
- Providing support for user acceptance tests.

01/2011 – 10/2011

[TURKCELL](#)

Istanbul, Turkey

Campaign Management Senior Test Engineer

- Leading all testing activities in Campaign Management System (CMS) domain.
- Evaluating software requirement specification and release notes documents to determine entry and exit criteria for testing.
- Creating test plans, test analysis and test design documents.
- Designing and implementing test cases to verify functional and non-functional requirements.
- Reviewing test plans, test scenarios and test cases prepared by junior testers.
- Providing the junior testers and end-users with on-the-job test training and supporting user acceptance testing.
- Planning, analysis, design, scripting, execution and documentation of automated tests using HP QC and QTP.

03/2008 – 01/2011

[TURKISH ECONOMY BANK](#)

Istanbul, Turkey

Senior Business Analyst

- Performing project management, business analysis, high/low level design and testing activities on Credits division of DWH.
- Performing business specification/analysis documents to determine alterations and updates need to be done on existing system. (Peer-to-peer discussions, system analysis, business/work flow analysis and PL/SQL code searches)
- Preparing system specification/analysis documents, planning the timeline and bridging end-user and developer throughout the project.
- Evaluating and testing developed software from user point of view (UAT – User Acceptance Testing) and checking compliance with predefined standards and rules.
- Designing SAP Business Objects universes, TEBIS (a Java based ERP system for banking) credit reports and TEBFORMS (a .NET based reporting system for banking) reports.
- Generating ad-hoc and freehand reports on Oracle SQL Navigator, Microsoft SQL Server and SAP Business Objects.
- Training end-users on usage of newly developed reports.
- Consulting Business Intelligence and Management Reporting departments on Credits DWH architecture.

01/2007 – 02/2008

[VAKIFBANK USA](#)

New York, NY

Financial Analyst

- Undertaking risk assessment analysis of commercial and syndicated loan proposals from Turkey and USA. Total amount of credits assessed is around 1 billion USD.
- Periodically reassessing the credibility of current customers.
- Analyzing financial information such as balance sheets, income statements, cash flow statements and management accounts of the prospective and current lenders.
- Developing and improving models and tools for credit assessment to predict patterns and trends, using financial, statistical and spreadsheet software.
- Supporting compliance manager to ensure that procedures comply with US and Turkish banking standards.
- Following up current information about the legal, compliance and market-risk-related issues involved in the approval of credit.
- Extracting business owner profile of main shareholders of prospective and current client companies from Experian records.

07/2005 – 10/2006

[ISTANBUL EYE HOSPITAL](#)

Istanbul, Turkey

IT, Quality and Business Development Manager

- Managing and planning pre/post-audit activities assuring that the quality standards are met.
- Leading and programming internal and external audits.
- Leading development processes of service quality and employee satisfaction, reviewing all job processes twice a year with on-site examinations and departmental meetings.
- Preparing the Company Business Evaluation Report in cooperation with external auditors from Deloitte.
- Managing marketing activities for penetrating into European Health Tourism Market.
- Achieved 10% increase in customer satisfaction rate (from 85 to 95%) and 30% decreases in both documentation and data maintenance costs.
- Started up and successfully managed two projects to completion: Establishment of Hospital Management Information System and Implementation of ISO 9001:2000 Quality Management System.
- Managed team size: IT: 3, Quality: 8.

07/2002 – 10/2003

[ROCHE PHARMACEUTICALS](#)

Istanbul, Turkey

Quality Control Analyst

- Performing quality control analysis of finished products and maintaining technical training database in compliance with GMP & GLP standards.

07/1997 – 10/1998

[TURKCELL SUPERONLINE](#)

Istanbul, Turkey

Technical Specialist & Supervisor

- Coordinating and arranging shifts in Customer Support Services Unit.
- Performance evaluation of the agents.
- Providing clients with on-site and on-call technical support.
- Managed team size: 20.

EDUCATION

- 2013 **BOGAZICI UNIVERSITY** Istanbul, Turkey
- ❑ M.S. in Software Engineering.
 - ❑ Graduate Project: **Project Management, Requirements Analysis, High/Low Level Design, Coding and Testing of a Shopping List Application for iOS Platform.**
- 2004 **GALATASARAY UNIVERSITY** Istanbul, Turkey
- ❑ MBA (Master of Business Administration).
 - ❑ Graduated with the 3rd rank.
 - ❑ Graduate Thesis: **Examination of the CAMELS Criteria as an Early Warning Model for Bank Supervision in Turkish Banking Sector.**
- 2002 **BOGAZICI UNIVERSITY** Istanbul, Turkey
- ❑ B.S. in Chemistry.
 - ❑ Graduate Project: Synthesis of Crosswise Substituted Phthalocyanines.

PROFESSIONAL CERTIFICATIONS & TRAININGS

- 2018 **SAP TURKEY** Istanbul, Turkey
- ❑ S4H00 - SAP S/4HANA Overview Training.
- 2015 **ISTQB** Istanbul, Turkey
- ❑ CTFL - Foundation Certificate in Software Testing. (License: 0815-1538)
- 2013 **PEOPLECERT** Istanbul, Turkey
- ❑ ITIL Foundation Certificate in IT Service Management. (License: GR750065325CB)
- 2010 **SAP TURKEY** Istanbul, Turkey
- ❑ SAP Business Objects Training.
- 2005 **PROCEN CONSULTANCY SERVICES** Istanbul, Turkey
- ❑ ISO 9001:2000 Internal Auditor Certificate.

COMPUTER SKILLS

Computer Languages: C, C++, Objective-C, Java, SQL and PL/SQL.

Software Applications: Eclipse, Microsoft Visual Studio, Apple Xcode, Oracle SQL Navigator, Toad for Oracle, HP PPM, HP ALM, HP Load Runner, HP UFT, HP Service Virtualization, HP Network Virtualization, IBM Rational ClearCase & ClearQuest, Selenium, SoapUI, JMeter, Atlassian JIRA, Atlassian Confluence, Atlassian FishEye, Jenkins, Microsoft SQL Server, SAP S/4HANA (BPC, PS, QM, FI, CO, HCM, SD, IM, SEM, CRM, & NetWeaver Modules), SAP Business Objects, SAP Hybris, SPSS.

Platforms: MS-DOS, Unix, Linux, Windows Server/Client, and Mac OS.

SDLC & Project Management Methodologies: Waterfall, V-Model, Agile & Scrum.

Standards & Frameworks: TMMI, ISTQB Software Testing Foundation & Advanced Level Syllabi, ITIL V3, COBIT, ISO 27001, CMMI, IEEE Software Engineering Standards (730, 828, 829, 830, 1008, 1012, 1016, 1058, 1059, 1074, 1471)