Mehmet Ozdem

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PROFESSIONAL EXPERIENCE

Turk Telecom Group , Ankara, Turkey   **May 2015 – Present**
Core & Transport Quality Assurance Group Manager

Owning 100% of the broadband operator TTNET, convergence technologies company Argela, IT solution provider Innova, e-education technologies company Sebit, call center company AssisTT, wholesale data and capacity provider Türk Telekom International AT AG and its subsidiaries, Türk Telekom also owns 100% of the share of AVEA, one of the three GSM operators in Turkey.

- Manage Mobile and Fixed Groups
- Determining Turk Telekom Technology Group KPI's
- Preparing Quality Analyze reports for C-level
- Produce reports reflecting all performance statistics of fixed and mobile network.
- Manage relations between Regulatory Authority and Turk Telekom Technology Group related to service quality
- Design dashboard to Show critical KPI's/KQI's
- Create alarm mechanism for fixed and mobile core networks in case of exceed thresholds
- Manage all performance and quality related activities
- Member of Network Architecture Commitee determining network strategy in Turk Telekom Group

ITU-T   **May 2015 – Present**
SG12 (Study Group- Performance, Qos,Qoe)-Volunteer
Vice-Chair of QSDG as representative of Asian Region.

Active participation by preparing contrubution, presentation and being moderators of sessions in ITU-T SG 12 and QSDG meetings;
- Encourage wider participation in international quality of service activities;
- identify and develop performance monitoring activities for quality of service purposes;
- identify procedures and practices which should be considered for inclusion in the ITU-T documentation;
- disseminate information relating to quality of service techniques and procedures;
- encourage the development of a coordinated approach to the study of quality of service; pursue other activities which may improve the quality of the international service.

Turk Telecom, Ankara, Turkey   **Dec 2010 – May 2015**
SLA Management Reporting & Optimization Manager

- Manage 8 people
- Performance Measurements and reporting of National/International IP, Transmission, NGN, DSL, Deep Packet Inspection (DPI) and GSM Networks.
- Pursuiting of SLA parameters for L3 VPN, DPI, SDH,DWM,NGN, IPTv Services.
- Optimization of DPI,IP/MPLS, NGN and transmission networks to increase service quality.
- Produce reports reflecting all performance statistics of IP/MPLS, DPI, transmission, IPTv, NGN, xDSL Networks for top management (VP's and Regional Managers)
- Working on creating new SLA policies for both national and international customers.
- Manage relation between GSM companies and Turk Telecom.
- Preparing Risk Report (MPLS, IPTv, F/O, SDH, ATM,xDSL, NGN,DPI) to top management.

Turk Telecom, Ankara, Turkey   **Jan. 2010 - Dec. 2010**
DPI Services Analysis and Application Department Manager

- Managed 5 people
- DPI (Deep Packet Inspection) Investment & Implementation and management.
- DPI Reporting for senior management
- Created new services (DPI Secure Internet ,DPI Targeted Advertisements, DPI fair usage)
- Secure Internet Infrastructure Implementation
- Prepaid Internet Infrastructure Implementation

Turk Telecom, Ankara, Turkey   **Oct. 2007 – Jan. 2010**
Network Division IP Systems Dept. Team Leader

- Supervised **5** engineers, ensuring optimal allocation to projects and career & skills development.
- NGN (5M+ customer), Pre-NGN Infrastructure Design and Implementation.
- IPTv Low Level Design (Network, Headend Design) and Side Implementation
- IP/MPLSTender Preparation, participated all PoC tests.
- Developed 3G BackUP service.
- AVEA (GSM Company) 3G PTN (Packet Transport Network)   Network Design
- WebTv (1M+customer) Network Design
- Integration between IP/MPLS and Umbrella Management.
- Maked Network Capacity Planning for IP/MPLS network using Professional tools (Cariden Mate, Micromuse)
- Worked on Network Management Systems ARBOR/Micromuse/CaridenMATE/PacketDesign/5620 SAM/5620 NM)

ITU-T   **Jan. 2010 – January 2013**
SG13 (Study Group-Future Networks)-Volunteer

- Representing Turk Telecom in ITU platform which is responsible for studies relating to the requirements, architecture, evolution and convergence of future networks. Also includes NGN project management coordination across study groups and release planning, implementation scenarios and deployment models, network and service capabilities, interoperability, impact of IPv6, NGN mobility and network convergence, public data network aspects
- "Future Networks, Common Management Systems" contrıbution presented ITU-T SG13 Congress, February 2012, Geneva Switzerland,#Contrubition 1138

TOBB University/Gazi University, Ankara, Turkey   **Jan. 2010 – Present**
Part Time Instructor- Volunteer

- Teaching "Internet Architecture BIL456" for graduate ,doctorate students and teaching " Data Communications and Computer Networks-BIL452) for undergraduate.
- Teaching about basic internet architectures including IP MPLS, NGN, IPTV, FTTX
- Teaching about the basics of quality assurance concept
- Teaching about internet protocols including IP, UDP, TCP, ISDN, SIP, SNMP
- Teaching about web programs including PHP, HTML, CGI, Scripts.

Turk Telecom, Ankara, Turkey   **Jan. 2003 - Oct. 2007**
System Engineer

- New IP/ MPLS Backbone Design (from 20 routers to 1000+ routers countrywide)
- Level2/3 technical support to IP Transit Customers (Iraq, Syria, Georgia,Iran,Turkmenistan,Azerbaijan)
- Managed Upstream Providers (Level3, OTE,Telia,...)
- Developed L2/L3 VPNServices, specified service rules.
- Level3 support for IP/MPLS network.
- Experience on "IP Test Devices".

- Alcatel 5750 System Installation and Implementation
- Troubleshooting on National ATM Backbone.
- ATM Network Investment
- ATM Network Maintainance and Operation
- Level3 support for ATM Network.

EDUCATION

Gazi University, Ankara, Turkey   **Present**
PhD Student, Electrical & Electronics Engineering

Middle East Technical University, Ankara , Turkey   **Sept. 2004 - Jun. 2007**
Masters, Information Systems

Baskent University, Ankara , Turkey   **Sept. 1997 - Jun. 2002**
B.S., Electrical & Electronics Engineering

TRAINING, AWARDS,HONOUR AND CERTIFICATIONS

Management training programs: Project Mgmt., Risk Mgmt., & Negotiation, Istanbul, France, & Belgium, 2008 - 2012
Technical training certificates: Cisco, Nortell,Sun, Alcatel-Lucent, Huawei,ZTE

- Certificate of Appreciation In recognition of the contribution to ITU-T Study Group 12 standardization activities by 2013-2016
- Cisco Systems CCIE Certification (#28670)
- ITIL v2011
- Process Framework (eTOM)
- Frameworx Foundation Level
- PMP®1615921
- Cisco Systems CCNP Certification –Cisco
- Alcatel-Lucent Scalable IP Networks Certification
- Full Scholarship at university.

Speaker at "National Broadband Strategies inTurkey" , Broadband Forum, October2012, Amsterdam, The Netherlands
Speaker at "Next Generation Networks (NGN): Architecture, Networks and Services", ITU-T meeting,   October 2010 İstanbul,Turkey
Speaker and Moderator at 32nd QSDG Meeting on Feb 2015, İstanbul/Turkey
Speaker and Moderator at 33rd QSDG Meeting on May 2016, Haarlem/Amsterdam, The Netherlands

PERSONAL

Turkish citizen. Married. Languages: Turkish (native); English (fluent).
Interests include tennis, bowling, horse riding, table tennis, swimming, cultural travel and photography.
Author and Supermoderator at http://www.ciscotr.com web site.

PUBLICATION

Mehmet Özdem, Y.Murat Erten (2007,March). "Performance of distribution Networks under VBR video traffic". Paper presented at IEEE SoutheastCon 2007, Richmond, VA, USA

Mehmet Özdem, *"Future Networks, Common Management Systems"contrubution,* contribution presented ITU-T SG13 Congress, February 2012, Geneva Switzerland

Mehmet Özdem, Eda Küçükkeskin *" Preparing a guide of domain-specific key performance indicators with thresholds for improving QoE",* 33rd ITU-T QSDG Meeting ,September 2015, Athens Greece

Mehmet Özdem , Emine Şeyda Gülşener *"Positive impacts of MSC Pool technology on CS mobile core network and key performance indicators with best experienced thresholds",* 33rd ITU-T QSDG Meeting , September 2015, Athens Greece

Mehmet Özdem, Eda Küçükkeskin - Proposal of New Recommendation – "*Recommended performance metrics of video quality for each measurement domain of overall IPTv architecture to create an integrated document to measure IPTv QoE*",ITU-T QSDG meeting, May 2016, Haarlem/Amsterdam, The Netherlands

Mehmet Özdem, Eda Küçükkeskin - Draft new Recommendation "*CEM Index for services in operators' network used in a high volume*" (E.CEMI) , ITU-T QSDG meeting May 2016, Haarlem/Amsterdam, The Netherlands

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ITU Related Works

ITU-T	**May 2015 – Present**

SG12 (Study Group- Performance, Qos,Qoe)-Volunteer
Vice-Chair of QSDG as representative of Asian Region.

Active participation by preparing contrubution, presentation and being moderators of sessions in ITU-T SG 12 and QSDG meetings;

- Certificate of Appreciation was taken for recognition of the contribution to ITU-T Study Group 12 standardization activities for hosting a workshop during the 2013-2016 study period
- Speaker and Moderator at 33rd QSDG Meeting on May 2016, Haarlem/Amsterdam, The Netherlands
- The contribution about " Preparing a guide of domain-specific key performance indicators with thresholds for improving QoE" presented in ITU-T SG12 QSDG meeting , September 2015,Greece.
- The presentation about "QoS measurement approaches for IPTv service in Turk Telekom Group" was made in ITU-T QSDG meeting, September 2015, Greece.
- The contribution about " Positive impacts of MSC Pool technology on CS mobile core network and key performance indicators with best experienced thresholds" presented in ITU-T SG12 QSDG meeting, September 2015, Greece
- In the 33rd QSDG Meeting held in Holland during 9-13 May'16, two contributions were presented, one is about generation of integrated document including recommended performance metrics of video quality for each measurement domain of overall IPTv architecture to improve IPTv QoS, and the other is about generation of CEM Index for popular services in operators' network to score customer experience in terms of basic performance metrics. These two contributions were discussed during the meeting and many delegates endorsed the relevance of the theme and showed interest in support the work on future new draft-recommendations.
- Then, in the last SG-12 meeting held in Geneva during 7-16 June'16, the proposal to reinitiate a work item on IPTv monitoring parameters at each monitoring point defined in G.1081 found reasonable and Working Party 3 agreed to launch a new work item based on Türk Telekom's proposal. Related document can be found in the link: http://www.itu.int/itu-t/workprog/wp_item.aspx?isn=11072 Also, proposal of new draft recommendation describing the framework for generation of CEM Index for services in operators' network used in high volume was adopted by Working Party 3 as new draft recommendation. Related document can be found in the link: http://www.itu.int/itu-t/workprog/wp_item.aspx?isn=11070

ITU-T	**Jan 2013 – May 2015**

SG12 (Study Group- Performance, Qos,Qoe)-Volunteer

- Hosting for 32nd QSDG Workshop on Feb 2015, İstanbul/Turkey
- Speaker and Moderator at 32nd QSDG Meeting on Feb 2015, İstanbul/Turkey
- The presentation about "Network Performance Measurement Methodologies in Türk Telekom" was made in 32nd QSDG Meeting on Feb 2015, İstanbul/Turkey

ITU-T	**Jan. 2010 – Jan 2013**

SG13 (Study Group-Future Networks)-Volunteer

- Representing Turk Telekom in ITU platform which is responsible for studies relating to the requirements, architecture, evolution and convergence of future networks. Also includes NGN project management coordination across study groups and release planning, implementation scenarios and deployment models, network and service capabilities, interoperability, impact of IPv6, NGN mobility and network convergence, public data network aspects.

- The contrubution about "Future Networks, Common Management Systems" presented ITU-T SG13 Congress, February 2012, Geneva Switzerland,#Contrubition 1138
- Speaker at "Next Generation Networks (NGN): Architecture, Networks and Services", ITU-T meeting, October 2010 İstanbul /Turkey