

BURHAN ULU

AIOps, OBSERVABILITY & SRE SME

🏠 Zürich, Switzerland

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WORK EXPERIENCE



2020
Present

Application Automation Engineering

Assoc. Manager

Accenture DACH | Zürich 🇨🇭

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I drive **SRE, AIOps**, and **Observability** transformation initiatives across complex enterprise environments by making sure mission-critical systems deliver business value through automation, reliability engineering and proactive Operational Excellence.

As a **trusted advisor and delivery lead**, I architect end-to-end monitoring strategies, define SRE maturity roadmaps and mentor cross-functional teams of **10+ engineers** to build resilient, scalable operations by reducing **MTTD/MTTR by up to 30%** and **improving system uptime by 25%**

With hands-on experience delivering 50+ critical application transformations and serving as a **Subject Matter Expert**, I consistently deliver Operational Excellence and innovation through strategic leadership and continuous improvement through KPIs tracking.

Key Achievements:

- Defined and executed automation/reliability strategies leveraging **AI, Automation** and **Observability platforms** to reduce **manual effort by 20-40%**
- Improved production stability through proactive intelligent monitoring and alerting, preventing **100+ potential critical/high incidents annually**
- Established recognized **SRE practices** and **maturity frameworks** that improved system uptime by **up to 25%** across banking sectors
- Streamlined operations by implementing best practices and process automation, saving **500+ hours annually** across teams
- **Managed end-to-end delivery and go-live processes** for mission-critical enterprise applications with high client visibility
- Developed tailored and outside-in **Observability** and **SRE Maturity Assessment frameworks** and **"Cookbooks"** for a leading Swiss and German banks by defining target state architecture, business-process alignment, roadmap and implementation blueprint that drove improvements across IT Operational Stability programs.

2015
2020

Software Engineering Team Lead

Accenture Netherlands | Amsterdam 🇳🇱

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Led application maintenance and development initiatives for enterprise clients across banking, government and energy sectors, providing both functional and technical support for mission-critical applications. Led teams by delivering seamless service, resolving incidents, performing root cause analysis and implementing enhancements to improve system reliability and efficiency.

Key Achievements:

- **Led cross-functional teams of 5+ engineers** as Subject Matter Expert (SME) and Single Point of Contact (SPOC) across multiple domains (RIM, Legal, HR IT), overseeing service delivery and go-live processes for **15+ strategically important and business-critical applications** with timely delivery and smooth collaboration for IBM FileNet P8 and OpenText xECM.
- **Reduced incidents by 20-30%** and saved **200+ hours annually** through proactive root cause analysis, implementation of preventive measures, streamlined workflows and ITIL process automation by acting as SPOC for Incident, Problem and Change Management frameworks.
- **Drove global service delivery improvements** through RPA implementations and process automation, managing SLRs, ITSM frameworks, and end-to-end change management with strict Acceptance Criteria to ensure full compliance with service management standards, data protection regulations and minimal downtime across distributed enterprise systems.



PROFILE



Burhan is an AIOps, Observability, and Site Reliability Engineering (SRE) expert with 11+ years of experience transforming IT Operations into strategic business enablers across many sectors with a specific focus on the Banking industry.

He specializes in building resilient, automated systems through SRE best practices, intelligent observability and AIOps.

Burhan is passionate about AI innovation, actively exploring Agentic AI and Generative AI to optimize operations, enhance decision-making, and drive continuous improvement across IT and business processes as a trusted leader.

He is experienced in hybrid and cloud-native environments, with focusing on forward-looking technology solutions that empower teams to work smarter, innovate faster and achieve operational excellence through standardized frameworks and roadmaps.

EDUCATION



BACHELOR OF IT (B IT)

2015 // Rotterdam University of Applied Science

SKILLS



- IT Operating Model
- Site Reliability Engineering
- IT Service Management
- Project and Program Delivery (Service Delivery)
- Stakeholder Management
- Business Process Analyses
- Operational Excellence (Application Support, Production Support)
- Agile Methodologies (SAFe®, Kanban, Scrum)
- Requirements Engineering
- AIOps
- AI-Powered Automation

TECHNICAL




- Git, GitHub/GitLab, Jenkins
- JIRA, Confluence, BitBucket
- Splunk, Dynatrace, AppDynamics, Grafana, ELK Stack, Datadog
- MS Azure, GCP, AWS, IBM Cloud
- ServiceNow (ITSM)
- Docker, Kubernetes, Podman
- CMS (Content Management Systems), eCommerce
- Linux (Scripting), Windows, Ubuntu, Debian
- AI & Automation (N8N, CrewAI, LangChain, OpenWebUI)
- AI Pair Programming (Claude Code, GitHub Copilot)

EXPERIENCE (CONTINUED)



2013
2015

IT Consultant / Digital Data Consultant

Adversitement B.V. | Amsterdam & Istanbul  



Now: [Digital Power](#)

Delivered end-to-end development and technical consulting for multiple digital data and web projects, supporting clients in retail, social media and eCommerce. Developed dashboards, automated web data extraction and deployed web applications to optimize digital data management and client insights.

Key Achievements:

- **Led full-lifecycle development** for multiple system components and applications across retail projects (analysis, design, implementation, testing, maintenance), managing complete requirements lifecycle including documentation, change tracking, and stakeholder communication.
- **Developed data-driven dashboards and automation solutions** using DimML programming language and Document Object Model (DOM) to extract, process, and route digital data from web-based sources through interaction-driven processes
- **Designed and delivered web applications** including functional/technical specifications for Social Media Management platform (using DSDM agile framework), eCommerce webshop (Magento) and content site (WordPress/Joomla!) with custom HTML5/CSS styling.
- **Built internal knowledge base** using MoinMoin Wiki, centralizing technical documentation and solution-specific know-how for enhanced team collaboration and knowledge transfer.

REFERENCES



”

Arno van Loo

Manager | Accenture Netherlands



UPON REQUEST

”

Emanuel Bächtiger

Associate Director | Accenture DACH



UPON REQUEST

”

Roland de Bruijn

Owner/MD | Adversitement B.V



UPON REQUEST

INTEREST



Technology



Gaming



Nature




Traveling

BURHAN ULU


AIOPS, OBSERVABILITY & SRE SME

SOCIAL



 / BurhanUlu

 / MrBULU

 @TechByBULU

EXTRA



FINALIST

2018 // IBM WATSON BUILD CHALLENGE

TALENT OF THE YEAR

2016 // Accenture Netherlands

LANGUAGE



DUTCH | Native

ENGLISH | Fluent

GERMAN | Beginner (A2)

CERTIFICATION



- SRE FoundationSM & PractitionerSM + Instructor
- MS Azure (AZ-900)
- Dynatrace: Sales Specialist & Platform Associate
- ITIL[®] Foundation v3 / v4
- PRINCE2[®] Foundation
- PSM I
- SAFe[®] Agilist (SA) 6.0
- Splunk>: Power User / Admin
- Gremlin Enterprise Chaos Engineering
- Accenture's Certified Delivery Professional
- Kubernetes & Cloud Native Associate (KCNA)
- Reinvention with Agentic AI
- ServiceNow Certified System Administrator (CSA)



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