

Tolga Yavuz

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A Proven Leader in FinTech Project Management and Business Analysis

An experienced professional skilled in boosting customer satisfaction, improving operations, and solving complex issues. Expert in creating **IT solutions**, leading **banking software projects**, and managing teams to achieve goals.

Key Metrics



20+ Years of Experience
in IT Project Management
& Business Analysis



Deep Expertise in
Financial Services
& Technology



Specialization in KYC,
Compliance, and
Digital Banking

Top Skills

Business Analysis

Project Management

KYC

Customer Journey

Digital Transformation

Languages



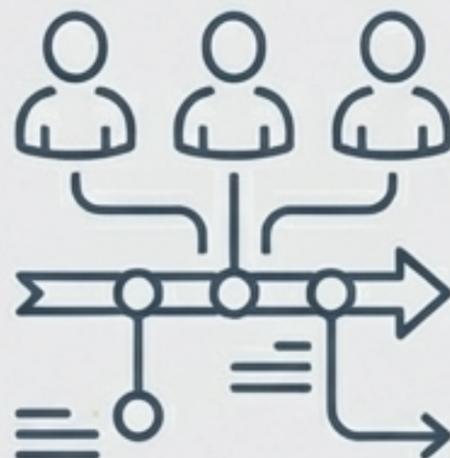
English (Full Professional) | Dutch (Limited Working) | Turkish (Native)

My Expertise is Built on Three Foundational Pillars



KYC & Compliance Mastery

Designing and implementing robust backend systems for KYC, AML, and sanction screening to meet complex regulatory needs and ensure operational integrity.



End-to-End Project & Operational Leadership

Directing cross-functional teams, managing global-scale projects from scope to delivery, and building relationships with international vendors to execute within time and budget.



Digital Banking & Customer Journey Innovation

Enhancing the end-user experience by leading the development of seamless digital onboarding, investment transaction interfaces, and call center solutions.

1 Pillar 1: KYC & Compliance Mastery

Interpreting regulatory needs into functional designs and procedures to build secure and efficient banking systems.

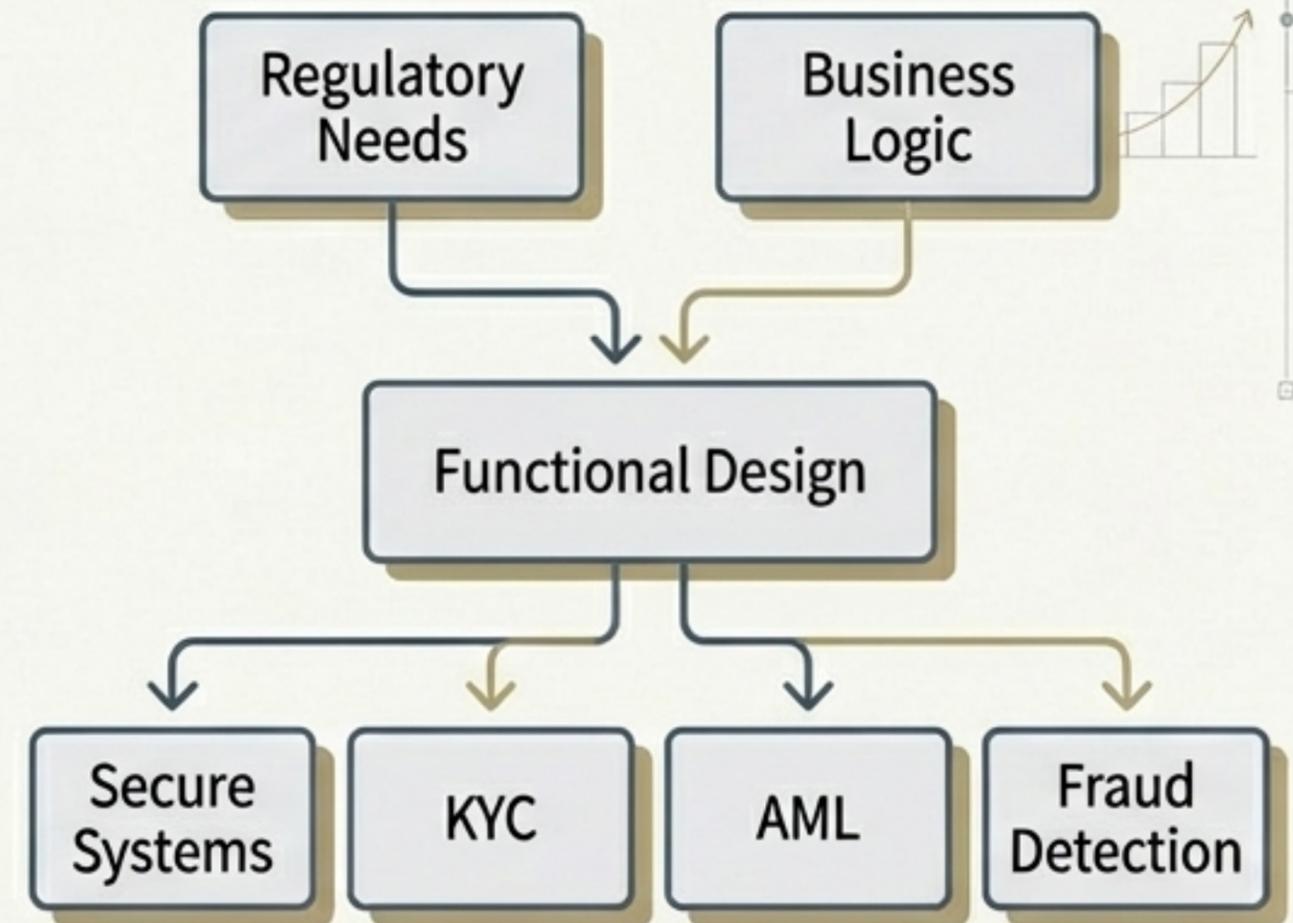
KYC Onboarding Systems (ING): Led the development of backend applications for online KYC assessments for both private individuals and legal entities.

Dynamic KYC Questionnaires (ING): Directed the implementation of dynamic questionnaires leveraging a global reference data management system.

SAS AML Suite Integration (Garanti BBVA): Steered the integration project for transaction monitoring, significantly improving AML transaction processes.

Fircosoft Sanction Screening (Garanti BBVA): Performed data integrations with SWIFT and Customer Onboarding systems.

Falcon Fraud Manager (Garanti BBVA): Supervised the integration for enterprise fraud management, overseeing digital and branch financial transactions.



2 Pillar 2: End-to-End Project & Operational Leadership

Holding full accountability for directing competent teams of business analysts and test engineers to deliver global-scale ventures on time and on budget.



Team Leadership

Directed teams of business analysts and test engineers within the Compliance and Fraud domain at Garanti BBVA Teknoloji.



Full Project Lifecycle Management

Managed scope definition, functional analysis, testing, customer delivery, and maintenance phases.



International Vendor Management

Built and managed relations with key international vendors including Superderivatives, Temenos, and Advent.



Operational Excellence

Managed comprehensive testing activities, oversaw risk documentation, and ensured the smooth implementation of changes at ING.

3

Pillar 3: Digital Banking & Customer Journey Innovation

A natural affinity for spearheading the design and improvement of digital banking interfaces to create seamless customer experiences.



Customer Journey Expert (ING)

Responsible for the delivery of KYC back-end applications that contribute to a more efficient customer onboarding journey.



Corporate & Retail Banking Sites (GarantiBank Int'l NV)

Spearheaded the design change of corporate and retail banking web and transaction sites.



Digital Solutions & Project Leadership (Garanti BBVA Teknoloji)

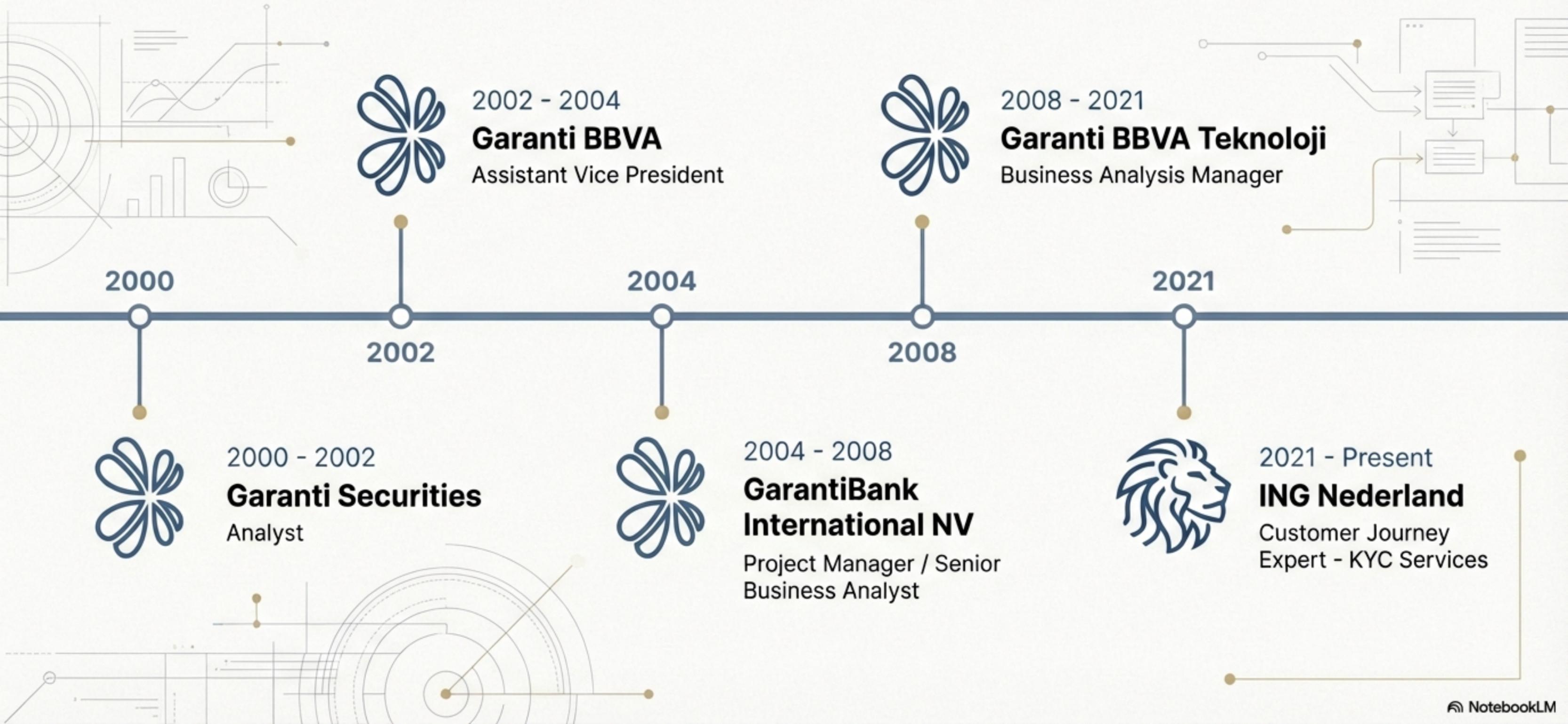
Managed business analysis and testing for various digital solutions, including online banking interfaces and call center agent platforms.



Digital Banking Interfaces & Online Processes (Garanti BBVA & Garanti Securities)

Managed implementation of new investment transaction interfaces and designed processes for new online brokerage applications.

A 20+ Year Career at the Intersection of Finance and Technology



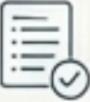
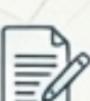
Recent Impact: Driving KYC Efficiency at ING

Role: Customer Journey Expert - KYC Services | ING Nederland (Oct 2021 - Present)

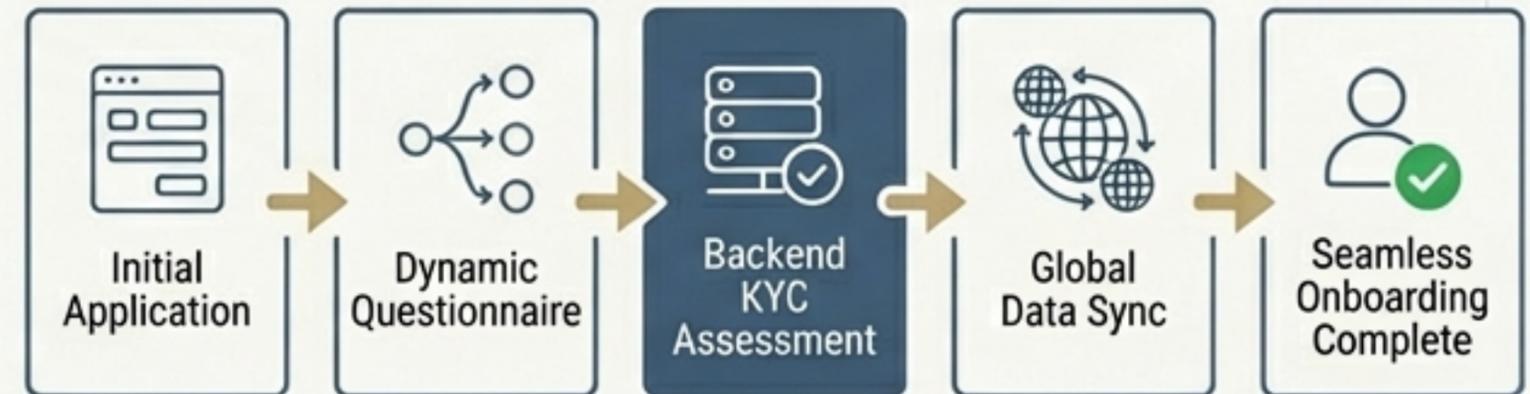
Core Responsibility

Delivery of KYC back-end applications to enable more efficient customer onboarding journeys.

Key Accomplishments

-  Led development of backend applications for online KYC, focusing on seamless onboarding for private and legal entities.
-  Spearheaded the 'Business Onboarding' project as a Topic Owner, driving implementation of critical backend functionalities.
-  Guided cross-functional teams to extend the online onboarding system to other ING entities globally.
-  Worked hand-in-hand with developers to define technical solutions, refine features, and ensure timely delivery of user stories.
-  Managed comprehensive testing, risk documentation, and implementation of changes.

Customer Onboarding Journey



Foundational Leadership: Building a Compliance Powerhouse at Garanti BBVA Teknoloji

Role: Business Analysis Manager | Garanti BBVA Teknoloji (Dec 2008 - Sep 2021)

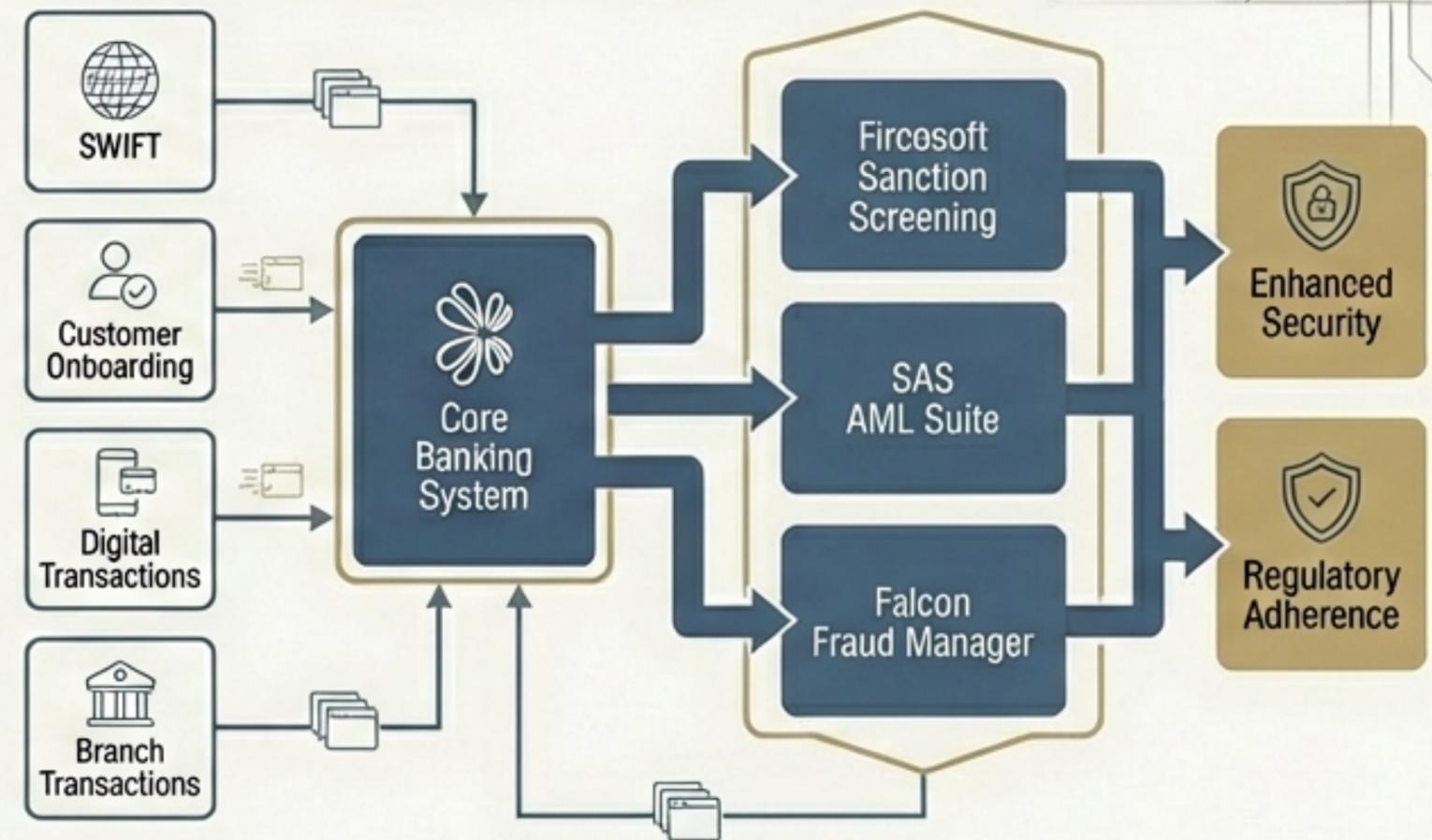
Core Responsibility

Full accountability for directing a team of business analysts and test engineers within the Compliance and Fraud domain, interpreting regulatory needs into functional designs.

Key Projects & Achievements

-  Supervised integration of Falcon Enterprise Fraud Manager.
-  Performed Fircosoft Sanction Screening data integrations with SWIFT and Customer Onboarding systems.
-  Steered SAS AML Suite Transaction Monitoring integration project, improving AML processes.
-  Managed scope, testing, delivery, analysis, and maintenance for multiple global-scale ventures.

Integrated Compliance & Fraud Ecosystem



Professional Certifications & Credentials



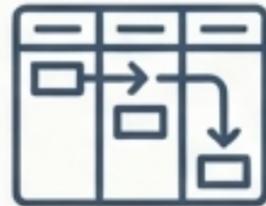
PMP: Project
Management Professional



PSM I: Professional
Scrum Master Level 1



CKYCA: Certified Know
Your Customer Associate



KMP I: Kanban
Management Professional



Lean Six Sigma
Green Belt

Academic Foundation



**Master of Business
Administration (MBA)**

Yeditepe University



**Bachelor's Degree,
Economics**

Istanbul University

Let's Build the Future of FinTech.

I help organizations in streamlining operations and achieving IT objectives. I am always interested in making new professional acquaintances and welcome any thoughts, comments, or questions about my work.



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