

## **Executive Summary**

Necdet Emer is an accomplished banking technology leader and ServiceNow expert with extensive experience driving digital transformation, IT service management, and operational excellence initiatives across the financial services sector. Throughout his career, he has partnered with leading banking institutions to modernize technology platforms, streamline service delivery, strengthen governance frameworks, and improve operational resilience in highly regulated environments.

With deep expertise in enterprise service management, workflow automation, IT operations, and platform architecture, Necdet has successfully led the design and implementation of large-scale technology solutions supporting critical banking functions. His experience spans retail banking, corporate banking, shared services, risk and compliance operations, and technology infrastructure, enabling organizations to improve efficiency, enhance customer service, and accelerate digital innovation.

As a trusted advisor to business and technology stakeholders, Necdet has managed complex transformation programs involving ServiceNow platform implementation, ITSM modernization, CMDB governance, asset management, service catalog development, and enterprise workflow automation. He has consistently delivered solutions that improve transparency, reduce operational risk, strengthen regulatory compliance, and support strategic business objectives.

Throughout his career, Necdet has worked closely with executive leadership, technology teams, and operational departments to align technology investments with business priorities. His ability to bridge business requirements with technical execution has helped financial institutions optimize service delivery, improve operational controls, and create scalable technology environments capable of supporting growth and evolving customer expectations.

Known for his strategic mindset, strong execution capabilities, and commitment to continuous improvement, Necdet brings a unique combination of banking industry knowledge and technology expertise. He remains focused on helping financial institutions leverage digital platforms, automation, and modern service management practices to enhance operational performance, improve governance, and deliver sustainable business value.

## **Positions and Work Experience**

Necdet Emer is an experienced IT Service Management and ServiceNow professional with a strong background in the banking and financial services industry. He has built a career focused on enterprise technology platforms, digital transformation, IT operations, and service management optimization.

A significant part of his professional experience was gained at “ING Bank Turkey”, where he spent nearly seven years supporting and advancing technology service management capabilities within a large banking environment. During this period, he worked on enterprise IT processes, operational efficiency initiatives, service delivery improvements, and technology platform management, contributing to the bank’s digital transformation journey.

Following his banking experience, Necdet expanded his expertise into consulting and independent advisory roles, specializing in the “ServiceNow” platform and enterprise workflow solutions. As a freelance consultant, he has supported organizations in designing, implementing, and optimizing ServiceNow environments, including IT Service Management (ITSM), workflow automation, service catalog management, and operational governance solutions.

His experience combines deep technical knowledge with business process understanding, enabling him to work effectively with executive stakeholders, technology teams, and operational departments. Over the course of his career, he has developed expertise in enterprise service management, digital workflows, platform architecture, process optimization, systems integration, and technology-driven operational transformation.

Today, Necdet is recognized as a ServiceNow expert and trusted technology advisor who helps organizations modernize service delivery, improve operational performance, and align technology initiatives with business objectives.