Dror Mor

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🌐 Personal Website: https://colgatesmile.github.io/DrorMorResume/ |

Professional Summary

Technical Support Team Lead with 5+ years of experience across Software Automation development. Proven track record in leading teams, developing internal tools, and bridging technical knowledge with business needs. Strong background in software development, system automation, and AI integration.

Work Experience

Au10tix, Israel

- Technical Support Team Lead, Tier 1 (2023 – 2025)

- Led a Tier 1 support team, managing technical escalations and driving resolution for complex customer issues.

- Developed automation tools using Python and JavaScript to optimize support workflows:

  • Python REST API tool for validating service functionality across 5 global regions.

  • Email automation system that aggregates Salesforce tickets and provides regular updates to CSMs.

  • Tuned and evaluated GPT-4 internal instance with company knowledge to assist customer support.

- Collaborated with Business, R&D, and Product teams to enhance product quality and customer satisfaction.

Rafael Advanced Defense Systems, Israel

- Software Developer (Student Position) (2021 – 2023)

- Developed Windows-based applications, communication protocols, and backend services.

- Built embedded software for Network Interface Controller (NIC) boards using modern frameworks.

Israeli Navy Intelligence (Rank: Major)

- Intelligence Officer (2013 – 2018)

- Led a team of 6 personnel in critical intelligence operations.

- Planned and executed complex intelligence missions.

- Awarded two excellence decorations for outstanding performance.

Education

Haifa University, Israel

B.Sc. in Information Systems & Machine Learning (2020 – 2023) | GPA: 80

Relevant Courses:

- Programming (C, Java), Data Structures, Algorithms

- Machine Learning, AI, Big Data (PySpark), Data Retrieval (Python)

- Operating Systems, Computer Communication

Technical Skills

Languages: C, C++, C#, Java, Python, JavaScript, SQL, HTML, React

Technologies & Tools: Docker, Git, Linux, Spark, Wireshark, SEQ, Microsoft Azure, TFS, MySQL, MongoDB, Salesforce, New Relic

Methodologies: Agile, Automation, Monitoring, AI Integration

Achievements

- Technological Award for university final project: Developed 'Dogo-A-Eye™', a React web application integrated with a YOLOv8 machine learning classifier for object detection.

- Outstanding Officer Award: Received two excellence decorations in the Israeli Navy.

- Volunteer Educator: Taught programming to high school students through Rafael's outreach program.

Languages

Hebrew: Native

English: Fluent