Oved Harari

Experienced in product lifecycle and eager to learn and develop. I am an assertive, creative and entrepreneurial product owner looking for my next challenge

EDUCATION

- Product Management
- Microsoft SQL
- IIS Admin
- Managers Training
- Optic infrastructure

SKILLS

- Managerial experience
- Working under pressure
- Time management
- Agile (SCRUM)
- Creative thinking
- Comfortable outside the comfort zone
- Exploring user needs
- Prioritization and tradeoffs
- Working in cross-functional teams
- Analytical thinker
- Self-learner
- Enthusiastic about self development.

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LinkedIn Profile

EXPERIENCE

Customer Centric Engineering Team Leader @Salesforce   Apr 2022 - Mar 2023

- Managing customer focused Engineering Team (Tier4).
- Analyzing performance to reduce load on Engineering teams.
- Leading cross-functional processes.
- Employees evaluation and lead to promotions.

Principal Technical Support Engineer @ Salesforce   Aug 2020 - Apr 2022

- Managing cross-regional product issues investigations working with PM R&D and DevOps teams.
- Managing high severity escalations of enterprise customers.
- Leading process and workflow working with PM R&D and DevOps teams.
- Mentoring global support TSEs; Time Management, Knowledge, and Skills.

Senior Technical Solution Engineer @ Salesforce   Jul 2019 - Aug 2020

- Managing high severity escalations of enterprise customers.
- Product SSO SME.

Technical Solution Engineer @ Salesforce   Jun 2016 - Jul 2019

- Technical support – Global customers.

Technical support Manager @ Synerion Systems Ltd.   Apr 2010 - Mar 2016

- Managing a team of 10 technical support engineers.
- Professional training for new hires to a high level of service.
- Professional counseling for PS, technical support staff, Tier2, and customers with practical and technological complexity.
- Interfaces with Product and R&D.

Project Manager @ Synerion Systems Ltd.   Sep 2005 - Apr 2010

- Embedding & Implementing time management systems -Start to finish (web, mobile).
- Managing multiple complex projects concurrently.
- Customer organization needs analysis consulting for cost reduction and optimizing organizational processes.

Network Controller (NOC) @ 013 Netvision   Jan 2002 - Sep 2005

- Infrastructure and quality control of Internet and telephony network services - Multiple control systems