



Oved Harari

EXPERIENCE

Latest Projects

- [Mind Your Own Business V2](#) - FULL-STACK project working with MongoDB Technologies - React.TS, Google APIs, Bootstrap, Node.js, MongoDB Repository - https://github.com/OvedHarari/mind_your_own_business_V2.git
- **Additional projects** – available on my [Portfolio website](#).

@Salesforce

Customer Centric Engineering Team Leader: 2022 - 2023

- Customer-focused Engineering Team (Tier4)
- Analyzing performance to reduce load on other Engineering teams.
- Leading cross-functional processes.
- Conducting employee evaluations leading to employee development.

Principal Technical Support Engineer 2020 - 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 to improve their time management, knowledge, and skills.

Senior Technical Solution Engineer 2019 - 2020

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

Technical Solution Engineer 2016 - 2019

- Technical support – Global customers.

@Synerion Systems Ltd.

Technical Support Manager 2010 - 2016

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

Project Manager 2005 - 2010

- Characterizing and implementing customer time management systems from start to finish.
- Managing multiple complex projects concurrently.
- Customer organization needs analysis consulting for cost reduction and optimizing organizational processes.

@013 Netvision

Network Controller (NOC) 2002 - 2005

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

+972-50-8882416

OvedHar@gmail.com

[LinkedIn Profile](#)

[Portfolio website](#)

An experienced technical consultant in the product lifecycle, transitioning into full-stack development. A problem solver, creative, and an analytical thinker.

EDUCATION

- Full-Stack Web Developers
- Product Management
- Microsoft SQL
- Microsoft IIS Admin
- Managers Training

HARD SKILLS

- Node.js
- APIs
- SQL & NoSQL databases
- HTML
- JavaScript & TypeScript
- React
- Redux
- jQuery
- CSS & Bootstrap

SOFT SKILLS

- 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.