

Amit Bahar

Year of birth: 1985

Residence: Tel-Aviv, Israel

Phone: 052-3389807

Email: Amitbahar2017@gmail.com

EXPERIENCE

2019 –

WalkMe

Manager, Solutions Engineer, Professional Services (Post-sale)

- Managing a team of 8 Solution Engineers & Project Managers, serving as mentor and technical expert on WalkMe Products & Offerings.
- In charge and accountable for Delivery of Professional Services Projects to our various customers.
- In charge of recruitment, on-boarding & training of new team members.
- Collaborating with R&D to improve product capabilities (deep understanding of the various technical aspects of the product)
- Managing Creation of new professional services & offerings to better facilitate our customer needs. Leading & collaborating with various departments within the company to create and facilitate these offerings (R&D, Support, Marketing, Sales).
- Generating additional revenue stream for the company (Creating new services and offerings for our customers).

Senior Solution Engineer (Post-sale)

- Mastering all WalkMe products (Web, Desktop, Mobile, Workstation) to create high impact value solutions for our customers.
- Applying technical abilities, customer facing skills and organizational abilities to manage end-to-end delivery projects (production grade solutions).
- Managing multiple tight-deadline projects simultaneously.
- Collaborating with various departments (Product, R&D, Support, Sales & Project Managers) to implement and create customized WalkMe solutions.
- Training customers and our partners to utilize various WalkMe products, helping to create a COE (Center of Excellence) for our customer.
- In charge of scoping and effort estimations of WalkMe lead projects.
- Leading & managing high risk projects with cross functional alignment (R&D, Support, Marketing, Sales).

2018

Fortvision (SaaS)

Customer Success Manager

- Customer lifecycle management – on-boarding, communication, customer training, setup & configuration, technical support.
- Managing the entire on-boarding process.
- Conducting product training sessions (online, on-site, workshops).
- Driving product adoption and maintaining top accounts with key clients.

2015 –2017 Pagewiz (SaaS)

Account Manager & Project Manager

- Account manager – in charge of all customer accounts and communications.
- Product specialist – Deep technical knowledge of product features. Serving as a primary focal point for all clients.
- Customer lifecycle management – onboarding, guidance & training, technical support, optimization, communications, feedback & payments.
- Conducting product demo's for potential clients.
- Conducting product training sessions (online, on-site, workshops).

- Technical support manager – Managing a team of 3 support agents. Communicating complex product solutions to clients and users.
- Product Integration manager (API, Post & GET).
- Project management: In charge of research, planning, development & execution.
 1. Development of new professional services within the company (Integration, Coding & Design services) to increase customer value & revenue. This required extensive research, new operations and logistics, recruitment and training of new employees, pricing & documentation.
 2. Creation of entire [Pagewiz Documentation](#).
 3. Creation of support methodology - Implementation of a new HelpDesk platform (ZenDesk) and re-defining the customer support cycle.

2013–2017 SportsData

Venue Scout - In charge of supplying live data & statistics from various sports venues.

2008-2015 Maman / Laufer Aviation

VIP Agent - Dealing and escorting various high-profile clients through airport security including government officials, Ministry for Foreign Affairs, Embassies & Diplomats.

2009–2013 A.V.Y. Safety

Computer Tech - Technical assistance of company computers & responding to urgent calls.

2007–2008 Or-Yarok

Meetings Coordinator.

2001–2003 Freelancer

Computer (Hardware & Software) Services for various Businesses.

EDUCATION

2010-2014 Academic College of Tel-Aviv, Jaffa

B.A. Behavioral Science & Human Resource

MILITARY SERVICE

2003-2006 Artillery Force

Commander at Artillery Force Commander School

SKILLS

A high skilled self-learner with ability to learn new technologies quickly and efficiently. Great inter-personal & managerial skills, leading by example, most comfortable when managing & leading technical teams – with an emphasis on employee journey and growth. Good working knowledge of various platforms: Windows OS, S3, Workday, SuccessFactors, JIRA, Monday, Google Adwords, Google Analytics, Salesforce, Mailinator, MailChimp, Zoho, Zapier, Monday, Upwork, ZenDesk, FreshDesk, Microsoft Azure & more. Knowledge in HTML, CSS & jQuery. Extensive understanding of computer Hardware & Software.

LANGUAGES

Hebrew Native Speaker

English Native Speaker

RECOMMENDATIONS – Upon Demand