SaaS Operations & Support Expert

Cyber & Cloud Environments

Hofi Yishai I054-5597064 I [hofi.yishai@gmail.com](mailto:hofi.yishai@gmail.com) I [LinkedIn.com](http://www.linkedin.com/in/hofi-yishai) I Tel Aviv

**Summary**

* Experienced professional in Delivery, Production, and Support across **Cyber**, **SaaS**, and **Cloud environments**, with a focus on operational efficiency and effective cross-team collaboration.
* Proven leader in **building and scaling global teams**, managing **20+ engineers** across **high-pressure**, **production-critical** environments.
* Expertise encompasses comprehensive **customer lifecycle** **management**, **escalation handling**, and **data-driven operational transformation,** with a focus on excellence and **customer retention**.
* Successfully led **cross-functional** initiatives for **enterprise clients,** generating **$ 60 M+ ARR**, ensuring world-class delivery and satisfaction.
* **Hands-on technical expert** in **AWS/hybrid** cloud and **complex software implementations**.

**Experience**

2023 - 2025 **Head of Production Services**, **Cyber Hunters**

* Led global **follow-the-sun** organization managing **Tier 2/2.5 support**, cybersecurity operations, and data pipeline configuration across **multi-cloud** environments.
* Oversaw **24/7 mission-critical production**, defining and executing **incident management**, SLAs, playbooks, and post-mortems.
* Acted as **senior escalation point** and managed high-performing global support teams through KPIs, coaching, and continuous improvement.
* Directed **MSSP onboarding**, third-party integrations, and **post-sale technical delivery** aligned with business priorities
* Owned data quality, performance monitoring, and validation initiatives; developed automation tools, knowledge bases, and training resources
* Collaborated cross-functionally with Product, R&D, DevOps, Sales, and Customer Success to drive **retention**, operational excellence, and revenue growth.
* Led **data-driven process optimization** and played a key role in PI planning, product rollouts, and strategic initiatives.

2021 - 2023 **SaaS Delivery Manager**, **Aqua Security**

* Led end-to-end **SaaS platform rollout** within R&D, overseeing **strategy**, **configuration**, and **production deployment**.
* Collaborated daily with **R&D, QA, SRE, GitOps, and CloudOps** to drive seamless delivery and operational excellence.
* Implemented **automated support solutions** and **data-driven strategies** using tools like **Jenkins, Git, LaunchDarkly, Power BI, Salesforce, Jira, and Freshdesk**.
* Managed **24/7 global support operations**, served as **senior escalation point**, and ensured **SLA compliance** for mission-critical systems.
* Led **PI planning** and cross-functional programs to align **engineering, product, and CX** teams with business goals and **go-to-market strategy**.

2019 - 2021  **Enterprise Technical Account Manager**, **AllCloud**

* **Guided enterprise customers** through **cloud adoption** by optimizing **architecture, performance**, and **cost-efficiency**, while aligning solutions with strategic business goals.
* Built trusted relationships with **key stakeholders** and acted as the **primary** **technical advisor** and **escalation point**, managing cross-functional collaboration to drive satisfaction and retention.
* Delivered **end-to-end support** for **complex software implementations**, providing technical, operational, and financial consulting tailored to customer environments.
* **Led process optimization** efforts across **SaaS operations**, identifying and implementing tools and best practices to increase efficiency and elevate the customer experience.

2011 - 2019 **Head of SaaS ALM Operations (EMEA/APJ)**, **Micro Focus**

* Directed global **SaaS ALM operations** across **EMEA/APJ**, leading **20+ engineers** and supporting **500+ enterprise and SMB customers** with **$60M in annual revenue**.
* Owned the **post-sale lifecycle**, driving **SLA/SLO adherence**, **cross-functional collaboration**, and high service delivery standards in **multi-cloud** environments.
* Built and scaled global **support and delivery teams**, leading **KPIs**, **incident management**, **process automation**, and tooling (**Salesforce, JIRA, Confluence**) for **24/7 reliability**.
* Mentored global managers, launched **enablement programs**, and aligned **ALM strategy** with business goals to streamline and scale SaaS operations.

2007 - 2011 Cloud Operations Engineer, **HP SaaS**

* **Maintained, supported**, and **provided solutions** for various HP **software products**.
* Installed customer environments and provided full **network & monitoring** support **24/7** to the products.

**Education**

**Computer Science and Software Engineering**, Hadassah Academic College

**Solution Architecting on AWS** – associate

**ITIL v2 Certification**

**Technological skills**

ITIL, Agile, AWS, vSphere, Jenkins, Git, Jira/Jira automation, Scripting, SQL, REST, CI/CD, Confluence, Docker, HubSpot, Power BI, Tableau, Salesforce, LaunceDarkly, Grafana, Prometheus, datadog, EazyBi, CloudHealth

**Languages**

**Hebrew** - Native; **English** - Professional proficiency