

Adi Leibowitz - CV

Personal Information

Last Name:	Leibowitz	Mailing Address:	6b Hatsabar St.
Given Name:	Adi		Kfar Saba, Israel
Gender	Male		
Marital Status:	Married + 2		
Date of Birth:	March 9 1980	Phone#:	(972)-54-4959876
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Profile

An accomplished solution architect, with extensive experience in Enterprise IT, covering areas like Web Content Management, Enterprise Search, Data Center Automation and Digital Service Management.

In my current role as Digital Services Management Lead, I am helping organizations bring innovation to their service management processes, by adopting Cloud Platforms, Robotic Process Automation and Cognitive Solutions.

My plan is to join a software vendor that delivers excellent technology and user experience, as a sales engineer or solution architect.

Key Achievements and Skills

- Successfully supported significant sales processes within the enterprise IT market, by demonstrating technical capabilities and articulating the value of those capabilities to C-level executives, developers and admins.
- Supported organizations on their digital transformation journeys, by collaboratively defining KPIs, educating on technology and removing obstacles to innovation.
- Led professional services engagements and managed customer care teams, designed solutions that supported robust use cases and successfully addressed critical production issues.
- Worked with product management and marketing teams, to analyze customer feedback and create marketing collateral and pre-built demonstration environments.
- Acquired hands-on skills in multiple areas and platforms, including RPA (Automation Anywhere) Web Content Management (OpenText), CRM (SalesForce), Digital Service Management & Data Center Automation (BMC Software), Linux administration and several coding languages/platforms (JavaScript, Java, C#, Python and PHP)

Professional Experience

2010 - Present Digital Service Management Lead, BMC Group, Matrix IT

[Matrix IT](#) is the leading IT services company in Israel, with over 12000 employees; it is a one stop shop, providing products, services and infrastructure to the local enterprise market.

The BMC group in Matrix is an Elite Partner of BMC software. with a group of over 90 technology and sales experts, it has won some of the largest digital enterprise management projects, such as: Israel Electric Corporation, ICL, 888, ZIM, Amdocs, Elbit, Menora Insurance and Leumit Health Services.

In my role as Digital Service Management Lead, I have successfully:

- Supported sales processes around multiple products, by delivering presentations, demos, and POVs, responding to tenders (RFPs) and engaging in marketing activities.
- Managed a team of certified professionals providing 1st and 2nd Tier support for BMC's customers in Israel
- Lead end to end projects and delivered architecture and design sessions
- Contributed knowledge to BMC's professional community (for examples, see [here](#) and [here](#))
- Worked with product management and marketing teams to support global GTM initiatives with BMC Technology partners, like Automation Anywhere.

Key Projects:

- **888** – Incident and Change Management Automation across their global data centers
- **Amdocs Unified Ticketing System** – global service desk, supporting Amdocs' world-wide telco customers, with **5000+** support specialists.
- **Israel Chemicals** - global service management project, running on the Force.com platform, supporting approximately **12,000** end users across the globe
- **Israel Electric Corporation** – full service process automation across IT and Engineering teams

2006 - 2010 Web Content Management and Enterprise Search, Matrix IT

Presales around two WCM/Enterprise Search Giants: Autonomy and Vignette (today MicroFocus and OpenText respectively)

Key Projects:

- The www.mako.co.il website with Keseht Interactive
- The www.leumi.co.il website
- MoD Knowledge Management

2005-2006 Product Manager - inbound (KCS LTD, ISV, 20+ emp.)

- Responsibility for Knowledge Management product life cycle, Market analysis, product benchmarking, customer/marketing presentations
- Product Specifications
- Relationships with VCs

1999-2005 IDF Technology Center – various positions

- Project Manager (1 Year)
 - KM Application for management/discovery of safety issues in the IDF (ASP.NET)
 - Resource and Budget planning, Requirement Analysis, Responsibility for project execution
- System Analyst (2 Years)
 - BI application for the IDF Joint Staff (SharePoint)
- Web Systems developer (3 years)

Education

Major qualifications

System Analysis Qualification	2002	IDF
IDF School of Computer Training (Equiv. to BSC in Computer Science)	1999	IDF

Also expected to complete Philosophy BA in 2020

Additional courses

SalesForce DEV401, BMC Certified Professional, Java Development, Systems design, UML, QA, WIN32 development, NT administration, Web Admin and multiple other professional courses.

Languages

Bilingual – Hebrew/English

Recommendations

Will be provided upon request