

# Nadav Moskow

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[Email](#) | [LinkedIn](#) | [Website](#)

## Experience

### **Application Administrator – Foxit Software Inc.**

*Oct 2022 – Current*

#### Key Responsibilities:

- Managed and maintained key business applications like Oracle NetSuite, Freshdesk, KnowBe4, Bitwarden, and M365, ensuring optimal performance, security, and user accessibility.
- Leveraged data analysis tools like Oracle NetSuite (SQL) and Excel to extract actionable insights for cross-functional teams.
- Generated a variety of different reports in NetSuite
- Designed, implemented, and optimised business system workflows and processes, working closely with stakeholders for continuous improvement.
- Managed system enhancement projects, ensuring their timely and cost-effective completion in alignment with business goals.
- Documented system updates and processes, developed user manuals, and improved the knowledge base by creating and updating articles.
- Fostered cross-functional collaboration with IT and operations departments, ensuring business systems alignment and resolving issues.
- Provided technical support to users.

#### Major Achievements:

- Major role in the transition to NetSuite from internal systems.
- Brought control of external software under IT, Asana, and Zoom.
- Instrumental in generating significant savings in the form of unused licences across a range of systems.
- Used Miro to document all current processes and possible improvements.
- Created multiple PowerApps:
  - For new employees on day one at the company.
  - Organisation chart with the ability to search and view individual users.
- Ran interviews and selection processes for multiple IT/IS roles.

### **IT/IS-Sec Program Manager – Foxit Software Inc.**

*June 2021 – Sep 2022*

#### Key Responsibilities:

- Reported to the CIO and worked closely on a range of projects.
- Process automation and improvement through the use of Power Automation.
- Privacy Inbox (data deletion) request monitoring and actioning.
- Managed the internal IT helpdesk (Freshdesk) and knowledge base including writing articles, creating videos, assigning tickets, generally staying on top of things, and improving usage.
- Began rolling out Microsoft Endpoint (Intune) to devices globally.
- Wrote and published global policies.

#### Major Achievements:

- Utilised Power Automate and Freshdesk (amongst other tools) to automate multiple processes, including onboarding and offboarding for all new staff globally.
- Created the company's first proper org chart, utilising Visio and data from Azure AD.
- Created a new (Test) Azure environment for employee SSO and app testing.

## Digital Marketing Manager (SEM and Data Analytics) – Digital Autopilot

July 2019 – May 2021

### Key Responsibilities:

- Took new clients through onboarding and campaign creation.
- Managed clients' Google accounts and implemented new techniques to improve results.
- Engaged with clients, running meetings and presenting to clients.
- Created, designed and analysed client reports, using Google Looker Studio, PowerBI, and AgencyAnalytics.
- Directly managed one staff member and indirectly another to assist them with their daily Google Ads and SEO tasks.

### Major Achievements

- Increased leads for a repairs business from roughly 30 a month to over 200.
- Doubled a beauty and wellness spa's leads and revenue - [watch here](#).

## Digital Marketing Manager – Digital Advocates Group

March 2017 – June 2019

### Key Responsibilities:

- Managed clients' accounts and day-to-day adjustments.
- Engaged with clients and ran ongoing meetings reviewing key data findings.
- Implemented new techniques to generate increased quality traffic for clients.
- Created and analysed unique client reports.
- Trained and nurtured two staff members in Google Ads.

### Major Achievements

- Created a semi-automated Google sheet to keep track of all changes made to our clients.
- Created a CSV for every [suburb in Melbourne by distance and direction from the CBD](#).

## Skills and Tools

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|---|--|
| • <b>Microsoft Tech Stack:</b> Full Stack                             | • <b>Google Suite</b>  |
| • <b>Data Analysis:</b> R, SQL, Python, Looker Studio, PowerBI, Excel | • <b>Coding and Web Dev:</b> Powershell, HTML CSS, WordPress, Shopify, WIX |
| • <b>ERP:</b> NetSuite  | • <b>Other Tools:</b> Monday.com, Asana, Miro                              |

## Courses, Qualifications and Achievements

- Designed and built my [resume site](#).
- Responsive Web Design (HTML and CSS) - [Free Code Camp Certificate](#).
- Won 3 cricket grand finals in 3 appearances.
- Ran a marathon - Just to be *that* guy.

## Education

### Bachelor of Commerce | Deakin University | (Graduated: 2019)

- Major: Economics