

Nadav Moskow

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Career Profile

Business Systems Professional bridging technical and business teams through process automation and system optimisation. 4+ years at Foxit Software (1000+ employees globally) delivering \$45,000+ annual savings and Power Platform solutions. Expertise in NetSuite ERP, requirements gathering, and stakeholder management. Seeking a local opportunity to enhance employee productivity and help a business thrive.

Headline Skills

- Analytical Problem Solver
- Ability to translate technical data and jargon into business action
- Power Platform Developer

Experience

Application Administrator - Foxit Software Inc.

Oct 2022 – Current

Foxit Software is a PDF company with 1000+ staff globally, offering PDF solutions to a range of businesses. I worked in the GBITS (CIO) department, managing internal workflows, automations, business procedures, applications and M365, working cross-functionally and across multiple borders

Major Achievements:

- **Licence optimisation:**
 - Analysed employees across 10+ SAAS products, identifying redundancies that generated over \$100,000 in annual savings
- **PowerApps Development:**
 - Onboarding application for new employees, simplifying and enhancing the employee experience
 - Interactive organisation chart with search and individual user view capabilities, improving cross-functional communication and collaboration.
- **Power Automate:**
 - Created a cross-functional Power Automate flow to manage external GDPR & CCA data requests. Processing 80+ unique requests monthly, ensuring visibility and significant manual time reduction
- **System Integration:**
 - HiBob to Entra ID and NetSuite, improving data flow and user management. Ensuring there are no more account discrepancies
- **Governance:**
 - Brought control of external software under IT governance, including Asana and Zoom, enhancing governance and control
- **NetSuite Migration:**
 - Managed data migration for 1000+ employees and millions of invoices and data records from internal systems

Key Responsibilities:

- Managed and maintained key business applications, including Oracle NetSuite, Freshdesk, KnowBe4, Bitwarden, and M365, ensuring optimal performance, security, and user accessibility
- Early adopter of AI technologies, regularly leveraging ChatGPT, Copilot, Claude and other AI tools to streamline workflows and drive innovation
- Leveraged data analysis tools, including Oracle NetSuite (SQL) and Excel, to extract actionable insights for cross-functional teams
- Generated comprehensive reports in NetSuite for stakeholder decision-making

- Designed, implemented, and optimised business system workflows and processes, working closely with stakeholders for continuous improvement
- Managed system enhancement projects, ensuring 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
- Collaborated across functional teams with IT and operations departments, ensuring business systems alignment and resolving issues
- Conducted interviews and led selection processes for multiple IT/IS roles

IT/IS-Sec Program Manager - Foxit Software Inc.

June 2021 – Sep 2022

Major Achievements:

- Utilised Power Automate and Freshdesk to automate multiple processes, including comprehensive onboarding and offboarding workflows for all global staff
- Created the company's first comprehensive organisational chart using Visio and Azure AD data integration
- Established a new test Azure environment for employee SSO and application testing

Key Responsibilities:

- Reported directly to the CIO and collaborated on strategic technology initiatives
- Implemented process automation and improvement through Power Automate
- Monitored and actioned privacy inbox data deletion requests for compliance
- Managed the internal IT helpdesk (Freshdesk) and knowledge base, including content creation, video tutorials, ticket assignment, and usage optimisation
- Assisted in the global rollout of Microsoft Endpoint (Intune) to devices worldwide
- Developed and published global IT policies and procedures

Digital Marketing Manager (SEM and Data Analytics) - Digital Autopilot

July 2019 – May 2021

Digital Autopilot provides Digital Marketing management to companies predominantly across Australia. I was both an account manager and the key Google Ads expert, as well as a data analyst.

Major Achievements:

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

Key Responsibilities:

- Guided new clients through onboarding and campaign creation processes
- Managed clients' Google accounts and implemented advanced techniques to improve campaign performance
- Conducted client meetings and delivered strategic presentations
- Created, designed and analysed client reports using Google Looker Studio, PowerBI, and AgencyAnalytics
- Directly managed one team member and provided indirect guidance to another for Google Ads and SEO optimisation

Digital Marketing Manager - Digital Advocates Group

March 2017 – June 2019

Major Achievements:

- Developed a semi-automated Google Sheet system to track all client account changes and optimisations
- Created a comprehensive CSV database of [Melbourne suburbs by distance and direction from the CBD](#) for geographic targeting

Key Responsibilities:

- Managed client accounts and implemented daily campaign optimisations

- Conducted regular client meetings to review key performance data and strategic recommendations
- Implemented innovative techniques to generate increased quality traffic for clients
- Created and analysed customised client reporting solutions
- Trained and mentored two team members in Google Ads best practices

Skills and Tools

- **Microsoft:** Admin Suite, Power Platform
- **AI & Automation:** ChatGPT, Microsoft Copilot, Claude, Google AI Studio, advanced workflow automation
- **Data Analysis:** R, SQL, Python, Google Looker Studio, Power BI, Excel
- **ERP Systems:** Oracle NetSuite
- **Development & Web:** PowerShell, HTML, CSS, WordPress, Shopify, WIX
- **Project Management:** Asana, Miro, Monday.com

Courses, Qualifications and Achievements

- Designed and built a personal [resume website](#) showcasing technical skills
- Designed and built several web solutions utilising Claude
 - Running analysis app, Hosting planner, resume website, job application tracker
 - Review my [GitHub](#)
- Responsive Web Design (HTML and CSS) - [Free Code Camp Certificate](#)
- Marathon completion - demonstrating commitment and endurance
- Won 3 cricket grand finals in 3 appearances, if I'm there, we'll win

Education

Bachelor of Commerce | Deakin University

- Major: Economics