# Dror Ben■Eliyahu

## Director, Solutions & Implementation | Core Payments, Crypto & AI (MCP)

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## IMPACT HIGHLIGHTS

- Reduced average merchant integration cycle time by **[X%]** (from **[A]** to **[B]** weeks) by productizing integration playbooks and deploying an internal **MCP-based AI agent** for documentation search, guided troubleshooting, and faster handoffs.
- Improved go-live success rate to **[X%]** and reduced post-go-live escalation volume by **[Y%]** through standardized readiness gates (risk/compliance, test plans, reconciliation checks) and tighter cross-functional operating cadence.
- Accelerated time-to-answer for internal teams from **[A]** minutes to **[B]** minutes (**■[X%]**) by creating a documentation quality loop (broken-link detection, content ownership, feedback triage) and an AI search layer over the knowledge base.
- Enabled **Pay with Crypto** initiatives (on■ramp/off■ramp + stablecoin rails) for strategic merchants, contributing **[X]** new launches and **[Y]** expansion milestones across **[regions]**.
- In Sales Ops at Simplex, increased pipeline hygiene and forecast accuracy by **[X%]** and improved conversion from signed deal to implementation start by **[Y%]** by rebuilding stage definitions, SLAs, and handoff workflows.

## SUMMARY

Fintech solutions and delivery leader with a RevOps foundation, spanning core payments, crypto, and AI-driven enablement. Known for turning ambiguity into repeatable systems: integration standards, operating cadences, escalation paths, and automation that reduces cycle time and improves launch reliability. Strong cross-functional operator across Product, R&D;, Risk/Compliance, Support, and Commercial.

## CORE STRENGTHS

- Payments integration leadership: checkout, tokenization, 3DS, routing, refunds/voids, settlement, reconciliation
- Crypto rails: on■ramp/off■ramp flows, stablecoins, KYC/AML alignment, partner coordination, operational readiness
- AI & knowledge systems: MCP/RAG search, documentation hygiene loops, integration tooling and automation
- Program delivery: stakeholder mapping, RACI, risk management, release readiness, incident triage & postmortems
- RevOps / Sales Ops: forecasting, pipeline governance, coverage planning, enablement, deal execution support

## EXPERIENCE

### Nuvei - Director, Solutions & Implementation - Core Payments, Crypto & AI (MCP)

Apr 2023 - Present | Israel

- Own end-to-end solutioning and delivery for strategic merchants across core payments (cards/APMs) and crypto, from discovery to go-live and stabilization, covering **[X]** accounts / **[Y]** regions / **[TPV band]**.
- Reduced integration cycle time by **[X%]** by standardizing integration artifacts (sequence diagrams, edge-case catalogs, test matrices, reconciliation checklists) and enforcing milestone-based delivery gates.
- Built and deployed an internal **MCP-based AI agent** for documentation search + guided troubleshooting, cutting first-response time on integration questions by **[X%]** and deflecting **[Y%]** of repetitive support inquiries.
- Led Pay with Crypto initiatives including stablecoin enablement and remittance-adjacent flows (where applicable), driving **[X]** launches and improving operational readiness (KYC/AML, risk review, reporting) by **[Y%]**.
- Established operating cadence across Product, R&D;, Risk/Compliance, Support, and Commercial: weekly merchant health checks, blocker triage, escalation paths, and release readiness reviews, reducing critical escalations by **[X%]**.

### Simplex (acquired by Nuvei) - Head of Sales Operations

Mid■2021 - Apr 2023 | Israel

- Owned forecasting, KPIs, CRM/process governance, pipeline inspection, and enablement for a high-growth crypto payments business during acquisition integration.
- Improved forecast accuracy by **[X%]** and reduced pipeline slippage by **[Y%]** by rebuilding stage definitions, inspection rituals, and accountability dashboards.
- Increased deal velocity by **[X%]** by tightening commercial-to-solutions handoffs (definition of done, SLAs, risk/compliance checkpoints) and standardizing deal review workflows.
- Supported strategic deals and solution packaging with Sales leadership, influencing **[ARR/TPV]** and improving win-to-implementation conversion by **[X%]**.

### Vayomar - Senior Consultant - Change Management & Innovation

2020 - 2021 | Tel Aviv, Israel

- Led change management strategy for a Fortune 200 account across four continents; expanded scope to two additional units by delivering measurable adoption outcomes.
- Facilitated post-merger integration and digital initiatives at a unicorn; accelerated execution through operating-model design and leadership alignment.
- Supported CEO-level initiatives; enabled ~30% cost reduction vs initial budgets through prioritization, governance, and execution discipline.

### MotorK - Senior Strategy Manager

2019 | Milan, Italy

- Owned cross-functional strategic programs to increase agility, including hybrid org structure and post-merger integration workstreams.
- Reduced B2B delivery time by ~15% through new operational techniques and clearer product-to-delivery handoffs.

### Appslix - Co■Founder, Head of Business Development

2016 - 2018 | Tel Aviv, Israel

- Drove ~400% revenue growth in one year (~US$600K in 2017) via strategic performance marketing partnerships and experimentation discipline.
- Built A/B testing cadence across offers, creatives, and channels; improved unit economics through iteration and partner optimization.

## EARLIER CAREER (SELECTED)

- WoOdie Naturally Cool - Co■Founder & CEO (2014 - 2017): raised ~US$150K; grew sales to ~US$700K (2016).
- Hisense International - Product Design (China) and Senior Product Designer (USA), 2012 - 2014 (Vidaa Smart TV platform showcased at CES 2014).
- Israeli Air Force - Ground Control Officer, 2002 - 2005 (process improvement; outstanding performance award).
- DAO4Peace - Co■Founder & VP Business Operations, 2021 - Present (pre-seed ~US$100K; strategy and operating model).

## EDUCATION

- INSEAD - MBA, Class of Dec 2018 (Fontainebleau, France)
- Universita degli Studi di Firenze - B.A. Design (Honors, 110/110), 2012 (Florence, Italy)

## LANGUAGES & WORK AUTHORIZATION

Hebrew (native), English (fluent), Italian (fluent/professional) | Israeli and EU passports