Senior IT Manager   
(Hands on)

**Gilad Ifrah**

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**Summary**

* **20 years experience** with diverse **information systems (Hands-On)**.
* **10 years as an SAP Basis expert**, setting up, maintaining, and upgrading **ERP** systems for institutional customers and large companies.
* **Experienced in working as a DEVOPS person**, supporting developers, providing response to development needs, experienced in **leading projects** and working with management levels, matrix management of tasks and projects.
* Beyond professional experience, I am very dedicated and thorough at work, always thinking a few steps ahead, with a high and fast self-learning ability and refuse to recognize the concept of "impossible".

**Experience**

**2018 – Today IT Manager and SAP Basis, Innova IT**

* Management of ECC6, S4H environments and SCP HEC cloud environments. Maintenance, testing and troubleshooting
* Experience in Fiori, ODATA services, transfer from development to production
* Ongoing work with SAP support, service calls, OSS troubleshooting
* Planning and performing system upgrades and updates, using Maintenance Planner
* Supporting implementers and developers, maintaining permissions, supporting end customers

**2016 – 2018 Senior SAP Basis expert, Malam Systems**

* Working with institutional clients, **Ministry of Health, Tadiran, Leumit health services, the Israeli JDC.**
* Performing **installations, upgrades, updates, routine maintenance**, and troubleshooting.
* Work with implementers and developers, accompanied and assisted in Go-Live
* Management and maintenance of **physical servers**, including **VMware**, **Hyper-V** in Windows environments.
* Experience in ECC6, S4H, SOLMAN72, Portal, DMS, BW / BO, SAPGUI Automation.

**2012 – 2016 IT Expert and SAP Basis, McCANN TLV, IPG**

* **ECC6** and **SOLMAN** maintenance, routine checks, system updates and upgrades
* Support for end users, maintenance of permissions and roles (Roles)
* Responsible for SOX Compliance with internal/external parties
* Management and maintenance of SEP, SCCM, DLP, NAC systems

**2008 – 2011 DevOps & management of SaaS system, YCD Multimedia**

* Management and maintenance of an **IBM WebSphere-based SaaS** platform
* Management and maintenance of system servers in the server farm
* **Tier 3 support**, planning and executing QA in all system components
* Performed **DevOps** duties, set up **DEV environments** and staging before Go-Live.

**2006 – 2008 Professional Services and DevOps engineer, Prefix IT**

* Product QA and support, Pre/Post Sale, product design
* Performed DevOps duties, set up and managed QA and staging systems

**2003 – 2005 DVR project manager, Electronics Line**

* Worked with the manufacturer in adapting the product to the Israeli market
* Established assembly line and training system for technicians
* Prepared technical and marketing materials, Presale and execution of POC

**1999 – 2002 HP OpenView system administrator, Amdocs**

* Managed an HPOV system for automatic distribution of software and updates
* Built and tested distribution packages, scripts for automatic installation
* Worked with product developers in adaptations to Amdocs' needs

**Areas of expertise**

* **MySQL, MSSQL,** HANA, SAP ASE, MaxDB, BASH, System, **Linux,** SOX
* Windows servers, AD, DNS, **NAC**, **DLP**, SEP, **SCCM**
* **Tomcat, Apache, IIS, CMS, VMWare, vCenter, Hyper-V**
* Extensive experience in customer support at all levels
* **DevOps** skills, working with developers and system implementers
* Experience in servers and **end nodes automation**, scripts (BASH, Batch)
* SOLMAN72, ECC6, BO/BW, DMS, Fiori, Portal, S/4H, SCP, HEC, OSS, ODATA, **Web Services.**

**Military Service**

**1987– 1990 IDF, Israeli Defense Forces**

* Computerized warehouse management
* Full service, discharged as Staff Sergeant.

**Education**

1999– 2000 MCSE Certificate, John Bryce

2020– 2021 Linux Admin, Real Time College