**Matan Shriki**

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I am looking for a product management position in Tel Aviv and the area. For the past few years, I’ve been working in positions between customers to developing.

I’m a highly motivated and hardworking person who decided to make a personal pivot by stepping into the fascinating world of product.

**Work Experience**

**Jan 2021 – Present Team Lead, Professional Services, GenesysDX (Former Bold360, LogMeIn).**

* Work with team members to provide timely and accurate estimates for development solutions.
* Writing statement of work (SoW) documentation.
* Manage multiple and sometimes competing priorities and tasks within the work team.
* Collaboratively with the team works on Scrum application and constant process improvement.
* Resolves customer complaints with software and responds to suggestions for improvements and enhancements.
* Provide mentoring, guidance, feedback, and training to team members.
* Supports users by developing documentation and assistance tools.
* Provide feedback to the team and individuals on their performance.
* Lead a team developing high-quality software solutions.
* Drive software solutions to completion on time while providing regular status updates.
* Mentored and guided employees ensuring all were trained in product knowledge and capable of performing assigned duties.
* Work with the leadership team to provide strategic direction for the existing toolset.

**March 2019 – Dec 2020 Professional Services Consultant, Bold360, LogMeIn**

* Leading SaaS companies for collaboration tools, identity management, and customer engagement.
* Delivering AI-based solutions for SMB and Enterprise companies (Such as Vodafone, NatWest, Bose, etc.).
* Designing and developing complex solution architectures consisting of frontend & backend components, RESTful APIs, databases, CRMs, Webhooks, and custom integrations.
* Consulting for enterprise companies with a total ARR of ~$2M.
* Leading projects and managing full PS cycle from the scoping through planning to execution.
* Presenting product demos and final deliverables to executive boards.
* Generated over $1,000,000 in professional services revenue.

**Jan 2017 – Feb 2019 Technical Support Engineer – nanorep, Bold360ai, LogMeIn**

* Providing solutions and technical support to our product customers, troubleshooting, improvisation and finding new solutions using JavaScript, Html5, CSS3.
* Working with CRM’s systems, dealing with customers in Israel and abroad.
* Working in cooperation with company departments (Product, Customer Success and R&D).
* Leading the Bugs meeting of the Bold360ai product.

**Feb 2016 – Dec 2016 Technical Support Engineer – PLYmedia**

* Control of automation processes, flowcharts and maintenance of monitoring system using HTML5, JavaScript, SQL.
* Responsible for corporate traffic monitoring, Phishing / Malware detection control.
* Working in cooperation with various support departments in the company.

**Education**

**2013 – 2016 B.Sc. in Computer Science, The College of Management Academic Studies**

* Specialization in mobile operating systems.

**2018 – Full stack development (React.js), Netcraft academy.**

* Designed & developed a web application.
* Server-side: NodeJS.
* Client-side: JavaScript (React framework), HTML5, CSS3.

**Skills**

* Team Leadership
* Creativity
* Problem Solving
* Strategic Thinking
* User Experience
* Analytical Skills
* Project Management

**Military Service**

**Assistant to the Head of the Personnel Branch of the Ground Forces**

The job has a great deal of responsibility and requires high order and organization capabilities, work planning, excellent monitoring and control and human relations.

**Languages**

Hebrew – Native language English – Fluent Spanish – Fluent Speech