



## Shahar Kassif

Senior Escalation and Support Manager

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### Profile

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Experienced and knowledgeable software and customer support manager in the Software industry. Held a wide variety of management positions in Support and Software development, leading teams, complex products, and projects in the front end of technology. Specialized in handling customer-born issues with potential impact on sensitive and critical product operations. Initiator and innovator, with a proven track record in managing mission-critical projects with challenging timelines and customer demands. Extensive experience in cross-company, and cross-functional interactions, as well as in direct customer support.

### Professional Experience

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#### R&D Escalation Manager - Skybox Security: 2017 to present.

- Management of R&D Tier 4 (sustaining) Support Group
- Leading developers working on providing solutions, fixes, and support to issues found in the company products.
- Direct interaction with global Customer Support, Professional Services, and customers worldwide
- Leading and streamlining processes for improving the Serviceability of the company's products and releases

#### Tier 3 Support Manager - Trusteer (an IBM company): 2014 to 2017

- Management of level 3 Support Group, providing global worldwide 24/7 Support to company products
- Lead interaction and communications between Customers, Product Management, Sales, R&D, and Operation groups
- Responsibility for the definition and development of specialized tools and solutions for the support organization
- Leading and streamlining processes for improving the Serviceability of the company's products and releases

#### Senior Development Manager - RSA, the Security Division of EMC: 2008 to 2013

- Management of R&D Tier 4 (sustaining) Support Group
- Management of developers and QA engineers working providing solutions, fixes, and support to issues found in the company products
- Overall responsibility for the sustaining engineering of RSA Fraud prevention product
- Responsibility for the management and development of specialized software solutions and dedicated customized solutions, based on customer requirements in various and complex technologies
- Direct interaction with global Customer Support, Professional Services, and customers worldwide
- Definition of product requirements and future development of the products
- Products developed using Web technologies, Java, Spring MVC, Struts, and C++. Installed and operated on a variety of application and web servers such as Tomcat, JBoss, WebSphere, and WebLogic and various databases such as Oracle, SQL Server, and DB2

#### **Serviceability Engineer for Precise APM products - Symantec Corporation (formerly Precise): 2003 to 2008**

- Responsible for the definition and approval of the product components used by customers and the support organization to maintain Application Performance Management (APM) products.
- Design and definition of the Serviceability requirement aspects in the product
- Leading and streamlining processes for improvements of the company's products and releases
- Involvement in the design and development roadmap of APM products

#### **Lead Sustained engineering - RadView: 1998-2003**

- Development of specialized software solutions for complex technological problems, using the company's underlying Product Software
- Work conducted in web-based development environments, using Java and C++
- Interaction with the company's customers worldwide via remote communications and on-site technical visits
- Involved in the definition and the direction of future development of the company and products.

#### **Co-founder and CEO - Commit Ltd: 1997-1998**

- Company Management
- Product development of the Commit product used for local Law Management
- Providing Internet solutions to organizations and companies in various industries

#### **Senior Team Leader - NESS - Advanced Technology: 1993-1997**

- Management of the software development team
- Participation in the definition and characterization of large-scale software systems for the Israeli Defense Forces (IDF) intelligence system.
- Definition and development of the transport system and the end-user User-Interface.
- Integration with the framework tiers of a large-scale software project.

#### **Senior Team Leader - Israeli Defense Forces (IDF) – Intelligence Force (Mamram): 1985-1993**

- Management of the software development team for a geographic-based information system
- Management of software development team for large volume and high complexity, 24/7 availability system

## Professional Knowledge

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**Programming Languages:** Java, C, C++, SQL

**Application Servers/Claud:** AWS, WebSphere, JBoss, Tomcat, WebLogic

**Web:** J2EE, DHTML / HTML, Web Services, Spring, XML, ASP, JavaScript

**Databases:** Oracle, SQL Server, DB2

**Development Environments:** Eclipse, Visual Studio, Maven, Hudson, Perforce

**Communication Protocols:** TCP/IP, HTTP, SSL, SNMP, SMTP, POP, FTP

**Operating Systems:** Windows, UNIX

## Education, courses, and seminars

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- Management courses in team management and leadership
- Methodology courses: Agile Scrum Master (AgileSparks)
- Extended Systems Analysis Course (Mamram)
- Professional courses in languages and software technologies: Spring, Web Services, JEE, Java, C, C++, and more (Sela, Interbit, Trainlogic, and others).
- Partial undergraduate studies in economics and business management (Bar Ilan).
- Professional courses in communication, databases, and other areas, via Mamram and various external companies.
- Courses and training during military service - Release rank: Captain
- Mamram programming course

## Languages

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- Hebrew (mother tongue)
- English (fluent, spoken, and written)