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Dear Sir/Madam,

My passion at work is making customers happy. When working for an organization I am always a strong believer and advocate of everything Customer Experience as the main perception which creates better products, boosts sales, customer loyalty and revenues. I believe that a good customer relations group leader must have a broad view of all business aspects, be a quick learner, and can practice excellent interpersonal, business and technical skills from different disciplines. I believe these qualities are required to adapt the organization's goals, activities and people to the pace of local and worldwide changes.

I offer a wide experience in the areas of ***technical support and customer service management for businesses and consumers, as well as training management and delivery to professionals***. This includes account management/customer success oriented work with strategic customers and prospects worth over \$2000K in yearly income.

After nearly 20 years in the industry, I have decided to take a break of the intense high-tech life. During the last few years enabled myself the time to feed my soul with new experiences such as being a school teacher, doing community work, getting certified as a tour guide (two very intensive years!), taking drama classes and more. **Now, I feel it's time to get back on the technology train again!**

My attached CV provides further detail about my professional experience and expertise.

I am looking forward to hearing from you. I could be reached by calling my phone number, during the morning and evening hours.

Yours truly,

Gadi Sahar

# Gadi Sahar

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Passionate about the art of customer delight, I am a seasoned Customer Support Manager dedicated to building strong, long-lasting connections that drive business growth. I thrive on building strong customer relationships and driving mutual success. My expertise lies in strong communication and collaboration skills, enabling me to connect with customers, understand their unique needs, and lead cross-functional teams to deliver exceptional support and service. I also excel in training, ensuring that teams and business partners are equipped with the knowledge and the business cases to provide top-tier customer experiences. Additionally, in a world that is constantly changing, I have always been a quick learner with strong ability to adapt to evolving industries and technologies.

## Experience

AUGUST 2020 - PRESENT

### **Licensed Tour Guide | Freelancer**

Provide guided tours across the beautiful Israel, of which every stone tells a story. My variety of travelling customers are tourists, school kids of all ages, youth delegations, families, and senior citizens. This profession requires me to constantly sharpen my storytelling qualities, and I consider it a once in a lifetime experience.

2015 – MARCH 2020 (COVID QUARANTINE)

### **Community Programs Manager | IACC (Israel Association of Community Centers) – East Holon Office**

IACC Holon is a non-profit organization established by the municipality of Holon and the IACC. The organization is leading the IACC network of Holon community centers and the non-formal education, leisure activities and community life for the citizens of Holon. The East Holon office provides community services to approximately 40,000 citizens.

- Reported to the head of the east Holon office.
- Created and managed a yearly program of over 100 courses, classes and cultural events for all ages, taking place in 5 locations, with approximately 2000+ paying participants.
- Handled marketing and communication with customers on different channels such as web site, social media, WhatsApp groups, periodical newsletters and more.
- Handled customers requests and complaints.
- Managed the work with hundreds of independent contractors and service providers.
- Managed the physical assets, equipment and facilities to make sure they are suitable for day-to-day usage.

2014 - 2015

### **Customer Care Manager | Check (Acquired by Intuit)**

Check is a startup company which its primary service allowed users to pay bills and track bank accounts, credit card, investment, and loan transactions and balances through a designated website or mobile apps.

- Reported to Director of Bill Payment's Operations

- Managed the customer service operation situated in 3 different locations:
  - Front line service contact center in Manila, the Phillipines (100 agents, 4 team leaders, 1 contact center manager)
  - Escalation team in the USA office (4 senior agents)
  - Escalation team in Israel (2 senior agents)
- Work directly with the BBB (Better Business Bureau) to resolve users' complaints.
- Tracked real time service analytics and monitoring of KPIs by configuring Salesforce dashboards.
- Visited the teams periodically for purpose of personal meetings, team training, and support groups streamlining.

2013 - 2014

#### **Customer Support and Escalation Manager | WatchDox (Acquired by Blackberry)**

WatchDox is a startup company developing end-to-end secure DRM (Digital Rights Management) File Sync and Share platform for enterprise and large organizations.

- Reported to VP R&D
- Served as a focal technical support expert for Israeli customers, including on-site installation, training and troubleshooting.
- Analyzed, handled and worked closely with the R&D team in case of escalations.
- Maintained communications with customers regarding release of versions and bug fixes.
- Coordinated knowledge and information between the Israeli and USA team, by means of training and presentations.

2012 - 2013

#### **Technical Writer | Freelancer**

Working as a freelancer, I provided technical writing services such as creating documentation and presentation to different companies.

2009 - 2012

#### **Customer Onboarding and Escalation Support Team Leader | Gilat Satcom (A Eurocom Company)**

Gilat Satcom is satellite communication-based ISP (Internet Service Provider). The company provides services to customers with no access to landline or fiber, such as telcos and American army bases in Iraq and Afghanistan.

- Reported to the VP Customer Service.
- Recruited, trained and managed a team of 10 support experts.
- Managed and created the onboarding process of new customers connecting to the satellite based services of the company. This required the collaboration and transfer of knowledge, technical and other relevant information from engineering and sales groups to the various support groups.
- Managed escalations according to SLA and corresponding incident management practices.
- Directly managed business critical accounts such as the USA army bases.

2008 - 2009

#### **Director, Customer Support | Telmap (Acquired by Intel)**

Telmap was a startup company creating location based content and mobile navigation platform, suitable for various mobile phone operating systems. The platform was offered as a white label product to worldwide mobile operators such as Sony-Ericsson, O2, Orange and more.

- Reported to VP Business Operation Unit
- Oversaw the operation of a 24/7 technical support group, which also served as NOC (Network Operation Control).
- Recruited, trained, and managed a team of 10 support experts.
- Developed and maintained solid relationships with strategic customers.
- Implemented a strict SLA (Service Level Agreement) and incident management strategies.

2002 – 2008

#### **Director, Customer Support and Training | SofaWare (A Check Point Company)**

SofaWare is a startup company, developing managed network security solutions for SMBs, based on Check Point's leading technology. Company products were distributed through sales channel partners, distributors and resellers. The support

- Reported to CEO.
- Established the technical support group, concepts, contact channels and procedures from the ground up.
- Recruited, trained and managed a team of 10 support experts, working in hybrid mode.
- Managed RMA and resulting product quality.
- Worked closely with the R&D team to provide customers feedback and requests.
- Established and maintained the support knowledge base that included hundreds of solutions and whitepapers.
- Developed and delivered the professional training program for service providers and distribution channel partners. This included writing 3 books (1000 pages written in English) accompanied with presentations explaining the technical aspects and business applications of the solution, demonstrated by setup examples and lab exercises. I delivered the training (2-4 days) in different locations across USA and Europe. The sales account managers reported a sales increase of 23% for channels who got certified.

1999-2002

#### **Director, Technical Support (Home Users) | 013Barak (Acquired by Netvision)**

013Barak established its Internet services for home users in 1999 and has quickly become a leading ISP in Israel. I started as a technical support agent and was pulled out to manage the entire technical support center for home users. Performing my role, I was declared as 'best manager' in two consecutive years.

- Reporting to VP Customer Service.
- Overall responsibility for the operations of a 24/7 technical contact center, including 100 agents, 5 team leaders and shift managers, handling thousands of tickets every month.
- Recruited and trained the technical support experts.
- Created the technical documentation and knowledge base from scratch, while keeping it updated with the latest information and support procedures.

- In a high-rate employee turnover environment by nature, I was able to increase the employee retention rate to 87% over a period of 1.4 years (originally 8 months), by developing rewards programs, and career options.
- Overall responsibility for staff and shifts planning to meet the organization's KPIs', CSAT and other service standards.
- Coordinating and collaborating the support group with other departments within the organization

1996 - 1999

#### **Internet Technical Support Specialist | ISDNET (Acquired by Bezeq International)**

Bezeq International is one of the leading Internet Service Providers in Israel.

Provided technical support for home users connecting to the company's Internet backbone.

1994 - 1996

#### **Project 'Omri' Operations Coordinator | Digital (Acquired by Compaq / HP)**

Digital has won the contract to computerize the pharmacies and offices of Clalit Health Services. This was one of the largest scale projects of its kind for its time in Israel. I started as a trainer for end users in this project, but was pulled out shortly after to work with the project management team.

- Coordinated the distribution and installation of thousands of PCs, printers and peripherals, hundreds of network servers, in over 500 sites across Israel.
- Maintained relations and coordination with tens of regional professional contractors, for the purpose of actual field installations and users training.
- Provided periodical progress reports to the director of health services projects.

## **Military Service**

1991 – 1994 | Data Communication Technician | MAMRAM IDF

## **Education**

Ongoing	Social Science Studies   Open University of Israel
1998-2000	computer science (partial)   Tel Aviv College
1996-1998	Law studies (partial)   College of Management
1986-1990	high school diploma   School of Engineering, Tel Aviv

#### **CREDENTIALS:**

2021	License Tour guide (educational tourism)   ASPNI israel
2016-2018	Licensed tour guide, English + Hebrew (inbound tourism)   Wingate Institute

## languages

Hebrew | Native language  
English | High level – speak, write, conversation, lecture

## Skills

Technical Support Management • Training Development and Delivery • Problem Solving and Design Thinking •  
Technical Troubleshooting • Incident Management • Communication and Collaboration • Data analytics •  
Customer Centric • Technical Writing and Documentation • CRM • Escalation Management • Continuous  
Improvement