Haggai Mark



Create impactful human learning and performing environments and solutions, leveraging technology to extend and augment human skills and capabilities. Work in an inspiring and exciting work environment.

Experience

Director of Engineering, Advanced Customer Services, IC Management - 2007 - today Cisco Systems, Inc. - San Jose, CA

Leading the Intellectual Capital (IC) Engineering group within the Cisco Advanced Customer Services organization. This group of high performers is responsible for creating and managing business-impacting IC, which is packaged into multiple customer services, enabling high customer network performance, optimization, and evolution.

The team has been developing innovative performer-centric solutions for eliciting, developing, and verifying IC, to enable Cisco's Subject Matter Experts (SMEs) to deliver highly relevant, differentiated, and knowledge-rich customer services.

Engineering Manager, Advanced Customer Services, Technology Solutions • 2001 - 2006 Cisco Systems, Inc. • San Jose, CA

I led a software development organization responsible for creating innovative service automation solutions, which boosted performer productivity, reduced overhead costs, increased customer satisfaction, and drove higher services revenue.

Sr. Technical Lead, Global Sales Engineering • 1998 - 2000

Cisco Systems, Inc. • San Jose, CA

In support of a multi-million dollar program with a high Return On Investment, I designed and implemented innovative software systems for Cisco's global force of Systems Engineers delivering customer demonstrations in virtually managed, but physically implemented networking labs.

I architected, designed and implemented impactful web-based technical training programs for Systems Engineers, in a virtually managed environment, delivered through hands-on, real-time, highly configurable networking labs throughout the world.

Human Performance Support Specialist, Global Education = 1995 - 1997

Cisco Systems, Inc. • San Jose, CA

In the spirit of Human Performance Support, I designed and implemented an inference-engine-based interactive system, combining performing with learning on the job, just-in-time. The system enabled Cisco partners to get trained on new networking products and technologies, while performing network device configurations and sales-order generation.

This "disruptive" solution helped launch Cisco's partner-enabled sales, and dramatically reduced partner training costs.

I also architected a powerful and flexible "bolt-on coach" application, delivering task-based online help and walkthrough capabilities for web-based applications.

Sr. Human Performance Support Engineer, Global Technical Training • 1992 - 1994

Fujitsu (Amdahl) Systems • Sunnyvale, CA

I designed a user productivity and performance support system to empower technical help desk employees on the job, increasing their effectiveness by over 65%.

I instructionally designed and developed multiple Computer Science courses, leveraging innovative hands-on computer lab training modules, helping to turn the company's training department back to profitability.

Education

- □ **Stanford University**, Masters Degree (MA); School of Education; The Learning, Design, and Technology program.
- Course of studies site: http://ldt.stanford.edu/~hmark
- Masters project site: http://ldt.stanford.edu/~hmark/ma_project.html
- □ **Technion** Israel Institute of Technology, Bachelor of Science (BSEE); Computer Sciences, Electrical Engineering.
- □ **Technion** Israel Institute of Technology, Teacher Certificate; Computer Science, Electronics.

Patents

☐ Method and Apparatu	s for Remote Web-base	d Technical Suppo	rt (pending; Cf	OL #218587).
\square Method and system for	r automatically arrangin	g network devices	(pending; CPC	DL #159608).