## *Ron E. Ezekiel*

##### ***Strategic Leader |Result Driven | Visionary Innovator | Customer-Centric Professional***

[*rezekiel@gmail.com*](mailto:rezekiel@gmail.com)| Rosh-Ha’ayin, Israel | +972-54 9777 122 |[*LinkedIn*](https://www.linkedin.com/in/ronezekiel/)

**Experienced and Dynamic Strategic Leader** passionate about delivering exceptional customer experiences and driven by a strong sense of local patriotism. Seeking versatile roles in management, leadership, presales, customer success, and solution architecture. Brings deep expertise—including customer sentiment interpretation—to add value, drive business growth, strengthen customer relationships, and actively support the advancement of the local ecosystem.

* **Technical Bridging**: Proficient in aligning intricate technical details with overarching business objectives.
* **CRM Leadership**: Expert in managing 10M USD accounts, demonstrating CRM leadership.
* **Data & Telecom Expertise**: Specialized in Data management & Telecom.
* **Solution Architecture**: Deep understanding, contributing to innovative solutions.
* **Collaborative Problem-Solving**: Excel in creative problem-solving and cross-department collaboration.
* **Customer Success Specialist**: Delivered high-quality service and effective communication in high-stakes situations. Proven track record in customer advocacy, satisfaction, feedback, and upselling/cross-selling.
* **Global Team Leadership**: Proven leadership, achieving exceptional results with diverse global teams.
* **Engaging Presentation Skills**: Skilled in delivering trustworthy presentations through effective storytelling

# Professional Experience & Achievements

## Splunk (A Cisco company) |Israel | May 2024-present

**Senior Technical Success Engineer (TSE)**

* Managed technical health issues and provided mentorship for customer environments.
* Oversaw critical issues, recommended upgrades, and optimized cloud services.
* Proactively analyzed customer issues, interactions, and product usage to recommend education and additional services needed then engaged with internal account and delivery teams.
* Conducted QBRs and delivered onboarding mentorship and workshops.

## K2View | Ra’anana, Israel | May 2019 – October 2023

### Director, Customer Success Engineering (CSE)

* Boosted customer satisfaction by 20% and increased customer lifetime value by 15%.
* Led post-sales activities, resulting in 15% ARR growth and streamlined onboarding processes.
* Managed major multi-million ARR clients, enhancing satisfaction by 20%.

### Director, Global Presales Head

* Drove a 30% revenue increase across US, EU, and APAC.
* Improved team efficiency by 20% and sales conversion rates by 25%.
* Revamped discovery calls and tailored product demonstrations, achieving a 60% conversion rate.

## TEOCO LTD | Rosh Ha’ayin, Israel | March 2012 - May 2019

#### Chief Delivery Architect/Director of Solution Engineering, Technology & Strategy

* Designed OSS solutions, improving operational efficiency by 20%.
* Secured multi-million-dollar projects and generated over $1M ARR.
* Managed projects and responses for 10 Tier 1 RFPs and 10+ Live POCs.

## TTI Telecom | Rosh Ha’ayin, Israel | August 2008 - March 2012

#### Director, Global Project Implementation

* Managed, coached, and mentored a global professional services group, achieving a 50% reduction in MTTR.
* Oversaw task and budget management, contributing to a 15% reduction in budget overruns.

## TTI Telecom de Costa Rica | San Jose, Costa Rica | November 2003 - August 2008

#### Implementation/Project Development Manager for America's

* founded and led an implementation team, improving project efficiency by 30% and reducing delivery cycles by 50%.

# Skills

|S**oft Skills**: Empathy | Active Listening | Effective Communication | Patience | Adaptability | Time Management | Positive Attitude | Cross-functional Collaboration | Cultural Sensitivity | Personalization | Proactiveness | Attention to Detail | Conflict Resolution | Relationship Building | Flexibility | Responsiveness ||**Customer-Centric Skills**: Relationship Management | Feedback Analysis |Training & Development |Journey Optimization |Churn Mitigation |Renewal Management || **Technical Skills**: Startup | Enterprise | Customer Success | Presale | B2B Acumen | SAAS Expertise | CRM & CSM Tools (Salesforce, Totango) | Tailored Solution (Demo/POC) Delivery | (Technical) Account Management |MS Office |Monday.com||**Leadership Traits**: Technical Proficiency | Honesty | Integrity | Decision-Making | Resilience | Creativity | Continuous Learning | Negotiation | Emotional Intelligence | Consistency | Follow-through | Accountability | Persuasion | Team Player | People

# Education

**Bachelor of Arts** in **Psychology & Political Science**, Tel-Aviv University | **Project Management Professional (PMP)** **Certificate**, Georgia Tech | **Software Engineer Certificate**, Hacker Software |**Salesforce Certified Administrator (SCA),** Elevation

## Licenses & certifications

**Splunk** Core Certified Power User (2024) **|Splunk** Enterprise Certified Admin (2024)

# Personal Details

* **Triple citizenship**: Israeli | American | Australian.
* **Languages**: Fluent: Hebrew, English |Conversational: Spanish