Contact

www.linkedin.com/in/
yanivmarkovski (LinkedIn)

Top Skills

SaaS

VoIP

Start-ups

Languages

English (Native or Bilingual)

Hebrew (Native or Bilingual)

Yaniv Markovski

Artificial Intelligence Expert at AI21 | Ex-OpenAI

San Francisco, California, United States

Summary

Driven by customers, people leadership, and operational excellence.

Experience

AI21 Labs
9 months

Head of Developer Relations
June 2024 - Present (3 months)
San Francisco Bay Area

Head of Customer Operations
December 2023 - July 2024 (8 months)
San Francisco Bay Area

AI Transformation Advisory
AI Advisor
September 2023 - Present (1 year)
San Francisco, California, United States

OpenAI
Head of AI Specialist
March 2022 - September 2023 (1 year 7 months)
San Francisco Bay Area

Mapbox
Head of Support
November 2018 - March 2022 (3 years 5 months)
San Francisco Bay Area

Domino Data Lab
Director of Support
October 2017 - November 2018 (1 year 2 months)
San Francisco Bay Area

SentinelOne
Director of Support
February 2016 - October 2017 (1 year 9 months)
Mountain View

Zendesk
3 years 1 month

Manager - Tech Support
July 2014 - February 2016 (1 year 8 months)

Team Lead - Tech Support
November 2013 - July 2014 (9 months)
San Francisco Bay Area

Customer Support Specialist - Level 2
February 2013 - November 2013 (10 months)

manofIT
Business Analyst
June 2012 - February 2013 (9 months)

manofIT specialized in the delivery of complete CRM, ERP & PLM Solutions
from business requirements analysis to design, implementation, training and
support. manofIT is a reseller and a system integrator of cloud based solutions
available in the market for CRM, Sales Configuration and quoting, and PLM by
partnering with the leading on-demand software solutions.

I'm one of the consultants that specializes in the Bigmachines software. Most
of my work includes designing customized solutions, QA, implementation and
integration to Salesforce and Oracle.

As part of my training I received a Bigmachines Blue Belt certification.

NICE Systems
Sales Application Developer
January 2011 - June 2012 (1 year 6 months)
Israel

NICE Systems is the worldwide leader of intent-based solutions that capture
and analyze interactions and transactions, realize intent, and extract and
leverage insights to deliver impact in real time.

Was part of a team that acted as a small startup inside the big company. In this role my team and I had to change the process of quote-to-cash in the organization through the implementation of the BigMachines platform. Besides the actual coding (development of the platform), I had to understand the sales and sales engineer's process, write requirement documents, integrate with Oracle, Salesforce, Docusign and more, work with product managers and thoroughly understand the technologies, train through webinars to NA, APAC, and EMEA, product maintenance, QA, train the new recruits for our team, and customer support for NICE internal employees and business partners.

My main responsibility was understanding the customers individual needs and adapting our platform to meet them.

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Education

Shenkar College of Engineering and Design
B.Sc., Industrial Engineering and Management · (2007 - 2011)