

- Experienced customer service manager, team player, quick learner, organized, flexible, detail-oriented, “rosh gadol”
- Focused on understanding the client’s perspective and needs; experienced intermediary between IT and the business
- Native English, good Hebrew; excellent verbal and written communicator

Computer Expertise

Windows XP/Vista/7/8 • iOS 6/7/8 • Microsoft Office Word, Excel, Outlook, PowerPoint, Access 2003/2007/2010/2013

Experience supporting users with software and hardware including:

- Exchange 2003/2010
- Active Directory
- BES Server
- Desktops, laptops, printers, tablets, mobile devices and related software (Blackberry, iPhone, iPad, Android)
- MobileIron MDM server
- Citrix XenDesktop
- Adobe Acrobat
- HP desktops, laptops, printers, tablets
- Symantec EndPoint Protection
- Citrix Xen App
- Accellion
- Asus ZenBook laptops
- BMC Footprints Software
- Document Locator
- Nuance PDF Converter
- Veritas Netbackup

Professional Experience

Twtrland (Haifa, Israel)

May 2015 – Present

Customer Success Manager/Inside Sales Manager

- Provided customer service and support to SaaS customers of social media analytics platform, handling software support, billing support, onboarding, demoing of platform, making efforts to upsell and reduce churn.
- Qualified new signups, cancellations, prepared sales videos, scripts in an effort to increase company revenue.
- Evaluated CRM systems such as Salesforce, Pipedrive; Utilized software such as Slack and Trello for communications internally and Intercom externally with clients.

The Rockefeller Group (New York, NY)

2002 – 2014; ongoing remote consulting since aliyah

*Promoted over 12 years to **Manager, Client Support / Business Continuity Coordinator**.*

- **Service Desk Management:** Supervised corporate IT Service Desk for all 300 company employees, by delegating and/or providing direct solutions. Presided over a major reorganization and rebranding of the Help Desk, including implementing a new issue tracking program.
- **Management:** Oversaw internal IT new hires, terminations, transfers procedures, and setup across the organization.
- **Hardware and Software Upgrades:** Managed a team of engineers for company-wide upgrades to Windows XP/7 and Office 2003 with minimal downtime to employees.
- **Negotiation:** Arranged contracts, purchase and licensing agreements with vendors, supplier, and service providers (examples: Microsoft Enterprise Agreement, Adobe licensing, Network Solutions domain services, etc.)
- **Reduced costs:** Saved company 40% in annual costs of emergency broadcast system contract, 50% in off-site data storage charges, and \$50,000 through alternate PDF software solution during Windows 7 upgrade.
- **Emergency preparedness and business continuity planning (BCP):** Planned and implemented data backup protocols, remote access procedures, emergency employee evacuation location, and BCP documentation. Managed and tested emergency notification system, employee information phone line and website.
- **Training:** Educated company employees in Microsoft Office and Windows XP, PeopleSoft Projects module.

Rapaport Diamond Corporation (New York, NY; main office in Tel Aviv)

2001 – 2002

- Successfully marketed corporate website at national industry trade shows in NYC and Las Vegas.
- Performed all help desk responsibilities for employees and supported B2B trading website.

Education

Masters of Business Administration (M.B.A.)

2006 – 2010

Dual concentration in Information Systems and Strategic Management
Pace University, Lubin School of Business

Bachelor of Science (B.Sc.) in Information Systems

1997 – 2001

Yeshiva University, Sy Syms School of Business

Certified Business Continuity Professional (C.B.C.P.)

2014

Disaster Recovery Institute International (DRII)