

SUMMARY

Technical Program Manager & Software Engineer with 17+ years of hands-on experience leading the design, development, testing, and deployment of full-stack software applications for global enterprises and startups. Hands-on Leader focused on enabling highly-technical teams to bring innovative technology solutions from concept to release in fast-paced development environments.

SKILLS

- **Technical Program Management:** Product Vision, Roadmap Development, Business Requirements & Product Specifications, Systems Analysis, Feature Planning & Prioritization, Stakeholder Management, Customer Relations, Client Partnerships, User Flows, UI/UX Design, Full Stack Development, Testing & QA Automation, Agile/Scrum Methodology
- **Leadership:** Strategic Planning & Execution, Project Management, Problem Solving, Process Improvement, Cross-functional Collaboration, Staff Management, Culture Building, Coaching & Mentorship, Interdepartmental Alignment, Interpersonal Communication, Budgeting & Resource Allocation, Executive Reporting
- **Technology:** Java, JavaScript, HTML, CSS, XML, Google Apps Scripts, API, JSP, SQL, XSL, PostgreSQL, SQL Server, MySQL, Microservices, Jira, Hubspot, Trello, Intercom, Microsoft Azure, Zoom, Google Meet, Microsoft Office, Google Suite
- **Languages:** Fluent in English & Hebrew

EDUCATION & CERTIFICATIONS

- Master of Business Administration (MBA) - Information Systems and Finance, Tel Aviv University
- Bachelor of Science in Computer Science, Ben Gurion University of the Negev
- Profession Scrum Master (PSM) – Scrum.org

RELEVANT EXPERIENCE**Technical Delivery Manager & QA Automation Manager, Globality****2019 - 2020**

- Led a globally distributed team of 9 engineers and built a new QA automation team from the ground up.
- Oversaw the design, development, and delivery of a SaaS platform matching Fortune 100 businesses to verified suppliers.
- Automated testing for 80% of user flows and 30% of features to reduce manual QA and streamline the SDLC.
- Increased engineering awareness and tracking of concurrency and performance defects, collaborating closely with a team of 50 engineers to ensure stable software releases and maintain 100% platform uptime after each cycle.
- Analyzed reports, bugs, and automation scripts to improve automation quality, identify defects, and expand test coverage.

Technical Customer Success Manager, Testim.io**2017 - 2019**

- Joined the company as the first customer success hire for a SaaS company selling automated functional testing tools.
- Built and scaled a 5-person team focused on onboarding, support, and retention as the customer base grew 800% YoY.
- Reduced churn rate by 10% by redesigning the customer onboarding process to drive adoption, monitoring client usage to make recommendations to maximize utilization, and provide 24/7 support to maintain 100% uptime.
- Acted as a customer advocate, gathering detailed product feedback and feature requests to inform the product roadmap, work with engineers on feature prioritization, and create upsell strategies with the sales team.
- Managed the new release process by updating all documentation and training clients on new features to increase utilization.

Technical Program Manager & Project Lead, Ness Technologies**2012 - 2016**

- Named one of the top 10 employees out of 2,500 staff for exceptional performance in 2014.
- Managed a team of 20 staff across software development, infrastructure, QA, support, training, and client management.
- Streamlined development workflows and prioritized team workload to deliver projects prior to stated deadlines and ensure customer satisfaction and retention; successfully securing future projects worth \$4MM+.
- **Israeli Government:** Led the design, development, and deployment of a custom, unified ECM software solution installed on a private cloud and on-premise to streamline operations, reduce costs, and increase data security.

Software Development Manager & Project Lead, Ness Technologies**2010 - 2011**

- **Nesher:** Built a Business Process Management (BPM) system for an enterprise cement factory entirely from scratch to streamline invoice scanning, coordinate approval flows, enforce critical financial processes, and prevent financial losses.

Java Team Lead - Israeli Ministry of Justice, Ness Technologies**2006 - 2010**

- Led a team of 4 developers designing, developing, and deploying Documentum ECM software.

Java Software Engineer, Ness Technologies**2005 - 2006**

- **Harel Insurance:** Developed a full-stack application to quickly customize life insurance, health, and pension policies.

Java Software Engineer, Hartal Software**2003 - 2005**

- Designed and developed a test management system to enable teachers to administer online exams for students.
- Planned, documented, and executed unit test plans to ensure all code changes met requirements and specifications and user acceptance testing to maintain the integrity of new and existing features.