

# Ori Tabac

Address: Rishon Lezion  
Phone: 054-7768107  
Email: [tabacman@gmail.com](mailto:tabacman@gmail.com)

Languages: Hebrew, English (Native level)  
Hobbies: Swimming, Basketball

After years in various positions including technical support, pre-sale and professional services activities, I have developed the right skills for discussing customer's expectations and manage the technical discussion of opportunities. I enjoy meeting with people and develop personal relationship which lead to a partnership with maximum customer satisfaction.

I am a true team player and incredibly open minded able to understand and manage complex projects.

## Professional Experience

### 05/2021 – Today: **Mend (Formerly WhiteSource) – Senior Sales Engineer**

- Managing various types of POCs & Pilots
- Creating and maintaining product demos with prospects worldwide
- Manage and execute complex deployments and integrations
- Delivering detailed RFPs/RFIs for prospects.
- Creating and maintaining product demos with prospects in the EMEA region
- Managing internal processes with prospect's driven value.



### 01/2020 – 11/2020: **SecuredTouch – Senior Sales Engineer**

- Managing various types of POCs & Pilots
- Creating and maintaining product demos with prospects worldwide
- Manage and execute Deployments, Integrations & support globally
- Delivering detailed RFPs/RFIs for prospects.
- Managing internal processes with driven customer success orientation



### 2019 – 2020: **Deep Instinct – OEM Program Manager**

- Accountability of most critical projects of the business
- Provide R&D deliveries on time with top performance
- Engage with OEM vendor for change managements, project follow up and maximum satisfaction
- Defining internal processes and procedures in order to provide best delivery



### 2016 – 2019: **Deep Instinct – APAC Solution Engineer and PS/Customer Success Manager**

- Perform POCs, pilots and demos of the product with prospects in APAC
- Manage and execute complex deployments with maximum customers' satisfaction
- Running and supporting production environments.
- Working closely with R&D/Product teams to identify areas of weakness or gaps for continuous improvement
- Creating and maintaining scripts for PS team.

### 2012 – 2016: **Cellebrite Mobile Synchronization – Post/Pre-Sale engineer**

#### **Pre-sale responsibilities**

- Management of strategic customer accounts (such as Orange Global, Vodafone Global)
  - In charge all technical discussions with customers
  - Managing Demos, POC, ATP/FTP processes for existing customers (up sales)
- Representing the company at various trade shows and exhibitions.
- Handle Training and Implementations for at customers' site
- Management of customer need and request for professional services



#### **Post-sale responsibilities**

- Quarterly review with each account – at customer site
- Manage customer issues and complaints, using CRM systems such as Salesforce.com and Microsoft Dynamics CRM
- Manage escalations for customer issues with R&D and Product Management, using Microsoft TFS
- Prioritization of R&D processes for customers, while taking into account company and development priorities
- Version Release handling

2011 – 2012: **Teva (on behalf of Ness Technologies)**

**Call center Manager**

- Establishment and management of a call center, which provides support to various Technical issues related to the Purchasing department within the company
- Definition of protocols and work procedures



2008 – 2011 : **012 Smile**

**Call Center Manager**

- Management of a team of 10 Shift Manager and schedule management
- Analysis of day-to-day reports and SLA

**Support Team Manager**

- Management of a team of 26 representatives
- Provide administrative and technical assistance to the support representatives who handle the private sector

**Senior Technical Support Representative**

- Provide high-level support to the Technical Support representatives for the private sector

**Technical Support Representative (2008)**

- Provide technical support to the Internet, Networks and VOIP customers



**Education and Military Service**

2014            Studying for a BA in Management & Computer Science in the Open University  
2014            CCME & CCPA Certification, from Cellebrite  
2010            1-year Electrical Engineering in the Holon Institute of Technology  
2004-2007    Medic at the Israeli Air Force; Home Front Cyber Command (In Reserves)

**Proficiency**

Cloud Platforms: AWS, GCP, Azure  
Operating systems: Windows, Linux, MacOS, iOS, Android  
Scripting: Python, Bash, PowerShell  
Technology: Networking, Docker, CI/CD, Git  
Others: Jira, Office, Salesforce