**Guy Elram**

**Resume**

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**Mobile: +972-54-4604210**

**SUMMARY**

**A Business Management graduate (Excelled)** and a **SW Engineer** with experience of over 3-years as a **Product Manager** and over 8-years as a **Post-Sale-Engineer** in an agile development environment**.** Managedcross organizational projects, including network administration, technical support, teamwork and world-wide customer relations. Experienced working with various teams within the organization.

**PROFESSIONAL EXPERIENCE**

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| **ruppin academic center** | 2011 - Present |

**Lecturer**

Lecturing at the following courses:

* Network Communications.
* Organizational IT Systems.

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| **Verifone** | 2007 - 2008 |

**Product Manager and Global Post-Sale Engineer**

VeriFone is a global leader in secure electronic payment technologies. The role included the following tasks:

* Managing a cross organizational and multi-layered product in an agile development environment.
* Continuous working with various teams such as R&D, QA and Sales.
* World-wide Customer Tech Support (Tier-2).
* Writing cross organizational procedures and working methodologies.
* Training customers and Tier-1 support teams in Israel and abroad.

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| **CTI2** (purchased by AudioCodes) | 2005 - 2007 |

**Product Manager and Post-Sale Engineer**

CTI2 manufactured Unified Messaging Solutions for Telecom companies and ISPs.

* Managing a large-scaled and cross-organizational product in Italy in an agile development environment (Working with various teams such as R&D, QA and Sales).
* Customer relations management.
* Technical support - Analyzing and troubleshooting complex networks problems (Based on Telephony/VOIP, Web and Admin Win2k servers),
* In charge of trainings, installing test and production versions and writing technical documentation.

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| **Bezeq** – israely telecommunication company | 2003 – 2005 |

**Network Administrator** (Bezeq's NOC)

* Managed a wide-area network, connecting offices to corporate headquarters over DSL lines.
* Managed all technical support issues for Bezeq's ADSL support centers.
* Oversaw setup of servers and desktop workstations.
* Designed and implemented wide area networks.
* Troubleshooting complex networks issues.
* Remote management of Bezeq's DSL Equipments (By Alcatel, ECI and Sheer Networks).
* Trained Bezeq's technicians and wrote technical documentation.
* Managed all technical support issues for Bezeq's VPN users (network administrators).

**EDUCATION**

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| **Business Management – Executive BA** | 2008-2011 |

"Ruppin Academic Center", Excelled Graduation (with an average of 89)

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| **Software and Industrial Management Eng**ineer | 1997-2001 |

"Afeka" Academic College of Engineering (Co-working with the TAU).

**ARMY SERVICE**

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| **IDF (ZAHAL)** | 1993 – 1996 |

First Sergeant ; Army Intelligence, 8200 Head-quarters.

**LANGUAGES**

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| Native: Hebrew and English (Mother-tongue level) |
| Basic: Arabic and Chinese (Mandarin) |

**OTHER PERSONAL SKILLS**

* Extensive knowledge and experience in Excel
* Excellent analytic skills
* Deep understanding of the financial market
* Self learner
* Team worker
* Broad vision
* Ability to adopt and manage complex technological systems in top accuracy