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[LinkedIn Profile](#)

[Portfolio website](#)

Experienced technical consultant with a strong background in the product lifecycle, transitioning into full-stack development. A problem solver, creative, and an analytical thinker.

EDUCATION

- **Full-Stack Web Developers- HackerU**
- Product Management- Open University
- Microsoft SQL – John Bryce.
- Microsoft IIS Admin – John Bryce.

HARD SKILLS

- Node.js
- APIs
- SQL & NoSQL databases
- HTML
- JavaScript & TypeScript
- React
- Redux
- jQuery
- CSS & Bootstrap

SOFT SKILLS

- **Working under pressure**
- **Agile (SCRUM)**
- **Creative thinker**
- Collaborative and team player
- Working in cross-functional teams
- **Analytical thinker**
- Self-learner

Oved Harari

EXPERIENCE

Latest Projects

2023

- [Mind Your Own Business V2](#) - FULL-STACK project working with MongoDB Technologies - React.TS, Google APIs, Bootstrap, Node.js, MongoDB.
- **Additional projects** – available on my [Portfolio website](#).

Salesforce

Customer Centric Engineering Team Leader

2022 - 2023

- Managing Tier 4 customer-focused Engineering Team.
- Analyzing performance to reduce load on other Engineering teams.
- Leading cross-functional processes.
- Conducting employee evaluations leading to employee development.

Principal Technical Support Engineer

2020 - 2022

- Managing cross-regional product issues investigations working with PM, R&D, and DevOps teams.
- Managing high-severity escalations of enterprise customers.
- Leading process and workflow working with PM, R&D, and DevOps teams.
- Mentoring global support TSEs to improve their time management, knowledge, and skills.

Senior Technical Solution Engineer

2019 - 2020

- Managing high-severity escalations of enterprise customers.
- Single Sign-On SME – identifying gaps in the development and delivery process and leading to solutions that resulted in product improvement.

Technical Solution Engineer

2016 - 2019

- Providing technical support to global customers.
- Writing knowledge articles and product documentation.

Synerion Systems Ltd.

Technical Support Manager

2010 - 2016

- Managing a team of 10 technical support engineers.
- Professional training for new hires to a high level of service.
- Mentoring for PS, technical support staff, Tier2, and customers with practical and technological complexity.
- Managing interfaces with Product and R&D teams.

Project Manager

2005 - 2010

- Characterizing and implementing customer time management systems from start to finish.
- Managing multiple complex projects concurrently.
- Analyzing customer needs resulting in cost reduction and optimizing organizational processes.

013 Netvision

Network Controller (NOC)

2002 - 2005

- Monitoring infrastructure and quality control of Internet and telephony network services using multiple advanced command and control systems.