TZVIKA PERELMAN

Cybersecurity & Customer Operations Leader

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OBJECTIVE

Seeking a challenging position at any company size, either as a manager or hands-on role.
Open to overseas travels and global responsibilities.

PROFESSIONAL SUMMARY

Team Leader with extensive experience in IT cybersecurity management and IT support in SMB/Enterprise environments (500+ users) with distributed and global infrastructure. Specializing in providing comprehensive solutions with regards to KPIs for planning, testing, supporting, and implementations on a global scale. Autodidact. Can think out of the box. Manages multiple teams while maintaining high productivity and service-oriented environments. Excellent performance under stress with ability to adapt quickly.

PROFESSIONAL EXPERIENCE

CyberObserver / XM Cyber   2018 - 2023

- (2023) Director of Observer Customer Operation at CyberObserver under XM Cyber
- (2022) VP Customer Operations at CyberObserver (acquired by XM Cyber)
- (2018-2021) Director of Customer Care & Professional Services at CyberObserver

Allot Communications   2008 - 2017

- (2014-2017) System Team Leader
- (2010-2013) Senior System Administrator
- (2008-2009) System Administrator

ICSC (HP Support Services)   2007

- (2007) Technical Support to business and companies

Plasson   2006

- (2006) Shift Manager at the Automation Department

MILITARY SERVICE

1997 - 2000: Department Manager in the Ordnance Corps

LANGUAGES

Hebrew (Native) | English (Fluent) | Russian (Basic verbal)

MANAGEMENT & LEADERSHIP

- Overall management of professional services, customer success, IT infrastructure
- Management of system administrators & helpdesk teams
- Experienced with conducting training - frontal & distant
- Multiple international travel experience across the globe
- Management of Support & CRM tools - Freshdesk, HubSpot
- Negotiation experience with hardware & software vendors

CLOUD & VIRTUALIZATION

- Azure & AWS environments - Production & Test
- VMware infrastructure - 30+ hosts & 800+ servers (VMDK & RDM) - Prod/Staging/Test/DR
- V-Motion, DRS, P2V, V2V & V2P conversions on production environments
- Hyper-V, Microsoft VMM, SCCM
- SimpliVity system in cluster mode - Onsite & DR

NETWORK & SECURITY

- Juniper FW (SSG, SRX - single & cluster), Cisco Switches & Wi-Fi infrastructure
- Juniper SSL VPN including 2FA & Duo
- Symantec Antivirus - Endpoint Protection (global scale)
- Familiar with ISO 27001, NIST, CIS, SOX, SWIFT & GDPR policies
- Responsible for SOX policy - managing users/groups in the organization

INFRASTRUCTURE & SYSTEMS

- Storage: EMC Cellera, VNX, JBODs (Dell/IBM/HP) - iSCSI, Fiber, SAS; Hitachi HDS
- SAN Switches, Brocades
- AD, DHCP, DNS, WSUS, ADFS, Exchange 2003-2021, Office 365
- Lync 2010/2013, Avaya PBX, Lync Gateways & Servers (multiple locations)
- Symantec Backup Exec (global scale) including external DR providers
- Citrix, ControlUp, Enterprise Vault, BigFix, Mail-Marshal, BlackBerry
- FOG image deployment, FTP Server (ServU)
- Windows Server 2000-2021, Windows 98-11, Linux (Red Hat, CentOS, Ubuntu), Mac OS

COMPLIANCE & ADDITIONAL

- Familiar with Oracle, Priority, ServiceDesk, SharePoint, Quality Center & IDP systems
- iPhone & Android device support
- Experience working with external integrators