

ELI STERN

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Operations Executive – Business & Technical P&L Units lead

Highly accomplished Senior **Operations Services** expert, experienced in leading professional teams comprises up to 150 managers & engineers globally. Excel in programs delivery, customer success, business process management, P&L budgeting control up to \$75M – Driving operational excellence, constantly at point of sale and facing the customer, focusing on customer satisfaction and loyalty on all levels.

Core Competencies include:

- Business & Technical Operations management
 - Professional Services management
 - Profit & Loss Units management of \$75M
 - Projects, Support, Delivery and R&D Lead
 - Up to 150 People operations management
 - Customer operations & services management
 - KPI, Processes & Methodologies structuring
 - Solution Selling & Consulting
 - International exposure: Europe End-to-End, Central & East Asia, North America, Israel
 - Markets: IT, Internet, Software, Telecommunications, Mobile, Retail, Media
 - Technologies: Web, Digital, OSS, Cloud, SaaS, IoT, B2B, DevOps, CRM, Agile, Waterfall
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PROFESSIONAL EXPERIENCE

2014 – Present: Sr. Director. Head of Operations & Services unit, Retalix - NCR

- Lead Professional Services, Business & Technical Operations (Annual P&L budget at \$60M).
- Lead programs delivery teams comprising up to 150 group managers, Delivery & Project Managers, Business Analysts, Operations, R&D developers, testers & QA Engineers globally.
- Manage customer-facing operations. Time, Budget, Revenue and Quality commitments.
- Responsible for team's guidance, performance, budgeting, priorities and target setting.
- Core technologies: Retail, Agile, Mobile, POS, Scrum, SaaS, Cloud, CRM, IoT, Big Data.

2008 – 2014 : Area VP. Head of operations & Services unit, Comverse

- Head of operations unit. Lead Project Management, Professional and Customer services (Annual P&L budget averaged at \$75M, picking at \$150M).
- Customer Service department management. Providing 24/7/365 support to over 100 global organizations / 250 Telco grade systems (Availability > 99.997%).
- Lead a team comprising 120 group managers, Operations, Project Managers, Deployment & Support engineers globally (Israel, EMEA, and APAC local presence).
- Responsible for recruiting, training, KPI targets & priorities setting and performance reviews.
- Manage and lead the commitment and sale negotiations process of services and products delivery & service through effort estimations, pricing, RFP & RFQ answering, POC & pilots.
- Core technologies: Wireless, IP, VAS, Digital Services, Video, Voice & Data, OSS, Mobile Internet, Networking, BSS, SaaS, Cloud, B2B, RCS, Waterfall, Critical Chain, CRM, ERP.

2005 – 2008 : Director. Business & Technical operations, Comverse

- Lead regional operations & services, leading annual P&L at \$25M.
- Lead a team comprises 20 Project Managers and delivery & support engineers globally.
- Responsible for team's professional guidance, performance, KPI, SLA and P&L targets.
- Core technologies: Digital, VoIP, Messaging, SDP, Call Completion, Video, Voice & Data, B/OSS, MIH, Mobile Internet, Value Added Services, Billing, MMS, SMS, M2M.

2003 – 2005 : Project Manager, Comverse

- Managed HW/SW communications projects (Projects annual P&L budget of \$10M).
- Responsible for all technical activities within corporate matrix management, from presale negotiation through specification sign-up, efforts & project plans to delivery & Support.
- Core technologies: Legacy systems, Telephony, VoIP, Signaling, SDP, USSD, Video, Voice & Data, OSS, MIG, MDG, MIM, Billing, Signaling, TCP/IP, Windows, Linux, UNIX.

2001 – 2003 : Marketing & Products Director, OryanTel. Start-Up, Mobile & Web Products

- Manger of 10 engineers. 3 New Mobile and Web products (HW/SW) introductions.
- Negotiated mobile operators' worldwide marketing & sales business partnerships.
- Core technologies: Mobile networks, Location based services, GSM, GPRS, CDMA, XML, HTML, Online & Mobile gaming, Web, B2C, Online & Mobile Commerce, Windows, Linux.

1999 – 2001 : Product Manager. SmarTeam, Dassault Systems. IT & PLM Products

- Matrix team manager. Managed 3 software based products for the international market.
- Concept through release & sales to "grave" complete product management.
- Core technologies: Data Collaboration, PLM, Data management, Web, Windows, XML, Linux.

1998 - 1999 : Product Manager. Walla!-IOL. Media & Internet

- Manger of 5 web programmers. Product manager of web based B2C & C2C products.
- Definition & design of 2 web products based on market & competition research and analysis.
- Core technologies: Online commerce, Web, B2C, C2C, Web Portal, XML, HTML.

1995 – 1998 : Project Manager, AT&T Global Services

- Sales, marketing, delivery and service of strategic customer base accounts.
- Core technologies: Private networks, Security, EDI, B2B, Internet, data.

1993 – 1995 : Consultant / Project Sales Manager, Aginix Communication

- Consulting, sales and projects management of communication projects.
- Core technologies: Telephony, communications networks, LAN, WAN, IVR, PBX, CTI, ACD.

ARMY SERVICE

1990 – 1993 : Electronics Technician, Israeli Air Force

- Responsible for maintenance & repair of electronic & pneumatic avionic high-end equipment.

EDUCATION

2000 **MBA** - *cum laude* in Business, Manchester University

1998 **BSc** - *cum laude* in System Information Engineering & Business, Manchester University

1990 **Practical Engineer** - Electronics & Computer Science, Bosmat - Technion (Atuda)

LANGUAGES

- Hebrew, English - Fluent.
- Russian - Very high level.

PERSONAL & INTERNATIONAL CREDENTIALS

- Email: Stern.Eli@Gmail.com
- Mobile: +972-54-542-2101
- Address: Kfar Saba, Israel
- **European Union (EU)** residency and work permit.