

NAME: IDO TUNE

E-MAIL: IDOTUNE@GMAIL.COM

DATE OF BIRTH: 09/12/80

ADDRESS: PROF SCHORR 19 TEL AVIV

PHONE: 052-4008673

ID: 040678856

- Experience of more than 10 years in the global telecom and cyber security industries.
- 6 years of managerial experience.
- 10 years of experience in global customer support, interacting with technical engineers to C-Level Management.
- high level self-learning capabilities.

Experience:

2018 (Jun)-Today-Tier 3 Manager at SkyboxSecurity

- Managing a global team of 6 Tier 3 engineers (in IL, India and Ukraine) in charge of the support for EMEA and APAC.
- Providing hands on support for customers while leading a global support team.
- Interacting with all the company's departments, providing solutions and assisting to establish new work methods in a fast-growing organization.

2014-2018(Jun)-Tier 3 Group Manager at ECI Telecom

- Managing a global group of 16 Tier3 engineers (in India and IL) who are in charge of the Post sale support for ECI's main products.
- These products are multi-service packet and transport platforms, supporting delivery of both packet and TDM-based services over a converged packet infrastructure.
- In charge of the group's training plans, tasks distribution, efforts balancing and coordinating with the focal point from the rest of the organization.
- Managing the escalations of the all the projects across the organization, assisting to manage the customers on day-to-day basis and under crises conditions, while assuring the success of the projects.
- Working in a global organization, assisting the customer support and reducing the efforts required from R&D for product support.

2013-2014 – Tier 3 team leader at ECI Telecom

- Leading the team, I have been a part of for the previous 4 years.
- Being the highest technical hierarchy in the team.
- Managing the task distribution within the team.

2009 -2013 - Post sales ENG at ECI Telecom

Responsible for supporting the XDM product line, addressing the problems that arise from customer support, writing technical documents (solutions, upgrades and migration documents) and assisting the POC team.

Technical knowledge:

- Deep knowledge of networking protocols such as: all levels of the OSI, SDH, OSPF, IS-IS, MPLS, etc..
- Windows, Linux, Unix, basic knowledge in cloud env. (AWS, Azure, Cisco ACI), MySQL.
- VxWorks basics, APIs (REST and SOAP), SSL.
- Network equipment and firewalls – Cisco, Juniper, Checkpoint, FortiGate, Forcepoint, PaloAlto, F5 and many more
- Scanners- Nessus (Tenable), Qualys, Rapid7

Education:

- 2003-2008 - Electrical Engineer degree (B.Sc) from the Technion in Haifa.
- 1998-1994 - Graduate School at "Joseph and Rebecca Maiirof" in Tel Aviv.

Military Service:

2002-1999 - service in the infantry as a combat soldier in the Golani Brigade.

Languages:

- Hebrew - mother tongue
- English - fluent (spoken and written)
- German - low level
- Portuguese – low level