##### Mark Gertzberg

2 HaShizaf Street ● Kibutz Bahan, ISRAEL, 3882700

+972-54-7315108 ● mark.gertzberg@gmail.com

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**TECHNICAL & TELECOM PROJECT EXPERT**

Creative, senior engineer with more than 15 years of experience in managing deliveries of software/telecom products.

Professional, resourceful, high self-learning ability and with broad vision.

Quick to grasp and offer creative solutions

Able to work on his own initiative with the highest level of motivation required to meet the tightest deadline.

Israeli & Latvian citizenships,
full command of English, Hebrew.
Russian speaker

**PROFESSIONAL EXPERIENCE**

**QA & SW customization Engineer ⦁ 2016 – Present**

Elbit systems , Zarahin 13, Raanana, Israel

* Building and executing QA testing plans, sanity tests for new features.
* Responsible for writing and performing internal/customer ATP (Acceptance tests).
* Delivery and deployment specialist, responsible for implementing new features on customer sites.
* Providing onsite and remote support for planned deployment activities.
* Establishing and maintaining fruitful cooperation with R&D, Q&A, integration, project managers and system architects

**Product Support Engineer ⦁ 2013 – 2015**

AT&T Israel, Negev 4 Airport City, Lod

* Main focal point for collaboration and maintaining relations between ATT-IL and ATT-US.
* Managing several products during all stages.
* Delivery and deployment specialist, responsible for providing products that were developed by ATT-IL resources, including developing and delivering courses and technical trainings to US customers.
* Successfully presenting new products and features to various US customers as part of the pre-sale process.
* Highly capable of working in dynamic & matrix organizations, managign involved parties to provide successful fixes and ad-hoc solutions.
* Establishing and maintaining fruitful cooperation with R&D, Q&A, integration, project managers and system architects
* Researching and working with the newest telecom technologies, IMS, VoLTE, F5 BIG-IP, Iris, Oracle, Docker, OpenStack

**Tier4 Deployment Expert ⦁ 2009 - 2013**

COMVERSE NETWORK SYSTEMS, Ramat Hachayal, Tel Aviv

* Provide in-depth support for deployment activities to major worldwide cellular operators.
* Supporting the Local Customer Support by providing 24/7 support for any activity blocking issue.
* Build and maintain healthy working relationship with R&D, Project Managers, Marketing, System Engineers and Field System Engineers.
* Providing onsite and remote support for planned deployment activities.
* Technical expert and focal point for the SMSC product. Supporting field engineers in new systems deployment, integration with customer’s network and during internal/customer ATP (Acceptance tests).
* Leading new deployment projects and acting as their main technical focal point.
* Highly experienced with Linux/Unix/Solaris/Windows based OS, script analysis and debugging, telecom protocols, and telco grade system troubleshooting.
* Provided technical and program expertise and support to account managers in deal-closing meetings.

**EMEA Regional Deployment Expert ⦁ 2007 - 2009**

COMVERSE NETWORK SYSTEMS, Ramat Hachayal, Tel Aviv

* Provide in-depth and on site support for deployment activities to major EMEA based customers.
* Technical expert and focal point for SMSC product. Supporting new systems deployment, integration with customer’s network and during internal/customer ATP (Acceptance tests).
* Providing 24/7 support to Local Customer Support and initiating solutions for any challenges found during deployment activities.
* Successfully participating in onsite and remote planned deployment activities.

**Deployment Specialist ⦁ Mid 2005 - 2007**

COMVERSE NETWORK SYSTEMS, Tokyo-Japan

* Technical deployment expert in major Tier 1 customer in Japan, Working closely with R&D, Q&A, Integration, project managers.
* Providing the Local Customer Support 24/7 support for any activity blocking issue.
* Supporting field engineers in new systems deployment, integration with customer’s network and during internal/customer ATP (Acceptance tests).

**Various positions – Integration team / Regional support /Tier 3 Expert ⦁ 1998 – Mid 2005**

COMVERSE NETWORK SYSTEMS, Ramat Hachayal, Tel Aviv

* Participating in various project activities, such as complicated software installations and upgrades of major systems
* Optimization and customization of products for specific customers.
* Simultaneous technical management of several projects from the stage of early planning through the delivery stage to the technical support for projects already running.

**Military**

**IAF**

*1992-1997 – 3rd level technical support engineer for auto-pilot system in helicopters.*

**EDUCATION**

**Electronics Systems Practical Engineer**

“Ort” College, Jerusalem.

**Matriculation certificate**

“Ort” College, Jerusalem.

**PROFESSIONAL DEVELOPMENT**

Voice and Telephony over IP (VOIP)

GPRS Technologies

Cellular Networking

UNIX and Linux System Administration

SIP basic & advance

**TECHNICAL SKILLS**

Highly experienced in all operating systems (Windows, Unix, Linux, Solaris)

Knowledge of several communications protocols (TCP/IP, OSI, Ethernet, http, ftp, SNMP, DNS, SMTP)

Comprehensive knowledge of cellular protocols (SS7, OTA DM/CP, Fota, Scomo, MMS, SMS)

Experienced in shell scripting (Linux, Unix, Solaris)

Some experience with several Databases (SQL, Oracle, Informix, LDAP) and DB scripts

***\*References available upon request.***