

**Adi Markus**

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**Summary**

* **4 years** **of experience** as corporates **Product Manager** specialized in the worlds of **B2B** and **SaaS \ On-prem**, and with demonstrated history in **delivering innovative product solutions** to the **customers**.
* Managed **full life cycle** of the product **-** from design to customer support release including **client research, PRD,** building **roadmap,** writing **user stories** andanalyzing **KPI’s.**
* Handling all the tasks with the **Agile \ Scrum methodology.**
* Collaborated with cross-functional teams, including engineering, design, and marketing, to **define** product requirements and **prioritize** features.
* Successful integrated and **supported customers** around the world.
* Depp understanding with **systems architecture**, **infrastructure** and **network**.
* Skilled in **SQL, Java**, Visual Studio**, C#, C++, Rest API, Visio, SoapUI, HTML, CSS.**
* Wide **analytical vision** with great problem-solving, good understanding of **UX/UI.**
* Autodidact, data-driven mindset with attention to detail, **decision-making**, **excellent communication - team member**, and **presentation**.
* **B.Sc. in Computer science**
* **English** - full business proficiency

**Experience**

2019 - Today **Product Manager, Matrix**

* Developing a **product vision** and **strategy.**
* Managed the product **lifecycle**, including product **roadmap**, **feature prioritization**, and release schedules.
* **Understanding customer requirements**, **software requirements specification**, writing **user stories**, planning sessions, **prioritization**, and development of complex management processes and mockups using **agile development methodology.**
* Working closely with **R&D teams** and **UX/UI** designers.
* **Plan, define** and **implement cross original** and **international** workflows**.**
* Plan and define **systems architecture.**
* **Allocate resources, create timeline and milestones.**
* **Monitor** the process progress.
* **Requirements Specification**, development, and implementation of **cross-organizational workflows and integrations**.
* **Presented** product updates and plans to senior leadership and **stakeholders**.
* Improved product adoption rates through effective marketing campaigns and customer engagement.
* Worked with customer service teams to **analyze** **customer feedback** and address product issues.
* **Maintained product documentation** and provided training and support to internal and external stakeholders.

2017 - 2019  **NOC engineer, Hot Mobile**

* **Monitor network performance** and **troubleshoot** issues using **monitoring tools**.
* **Respond to alerts** and **resolve issues** related to network devices including switches, routers, firewalls, load balancers, and servers.
* **Collaborate** with other **IT teams** to resolve **complex issues** and provide recommendations for **network infrastructure improvements.**
* Document all network changes and maintain an up-to-date inventory of network devices.
* Provide support to **end-users** and escalate issues as needed to **senior engineers** or **vendors**

2014 - 2017 **Advertising Coordinator, L.M Group**

* Responsible for the company's **advertising department**, job posting, Facebook page management, Instagram, and the resume, recruiting for internal positions and signing contracts, **operating the budget** of the department.

**Education and Certifications**

2022 - Today: **MBA - Information Technology and Project Managemen**t - Netanya Academic College.

2015 - 2019**: B.Sc. in Computer Science** - Netanya Academic College.

2005 - 2011: "Dror" Education Campus, 12 years of schooling, full matriculation.

**Technical skills:**

* Extensively experienced in languages **Java**, **HTML**, **CSS**.
* Advanced knowledge at **SQL** Relational Database.
* Skilled in **Rest API** and **SoapUI, MS Office Visual Studio, Visio and JustDo.**
* Familiar with **C**, **C#, VMWare, Network and Infrastructure architecutrs.**

**Military Service**

2012-2014: Computer network administrators at IDF - ISW