

# OLEG SHER :: Senior QA and Customer Support Manager

*Master of Science in Electrical Engineering, Patents and Awards*



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## Background Summary

GENERAL MANAGER AND TECHNOLOGY LEAD with extensive experience in R&D and Quality Assurance, Customer Support and management of small/medium high tech teams/projects.

Product knowledge spans data/media and telecommunications and software/hardware technologies.

2.5 years Cisco experience as Team and Technical leader

## Areas of Expertise

Customer Service Management  
Complaint Handling & Resolution  
Teambuilding & Training

Customer Satisfaction Enhancement  
Front-End Supervision  
Sales & Margin Improvement

Product Engineering and Management  
Quality Control (Technical and Management Positions)  
Customer Support (Technical and Management Positions)

## Education

**Software Engineering** - Hamasloul Ha'akademi shel Hamichlala Leminal  
1997 – 1998

**PHD Business Management** - Nižegorodskij Gosudarstvennyj Arhitekturno-Stroitel'nyj Universitet 1994 – 1995 - not finished

**MSEE Robotics** - Nižegorodskij Gosudarstvennyj Tehniceskij Universitet  
1987 – 1992

## Professional Experience

### Director, Customer Services EMEA + Supervision for QA and Release Management at PeerTV Ltd

July 2009 – November 2011

- *Lead Customer Services EMEA - responsible for 4 growing accounts, including support, training, complaint handling & resolution and version management*
- *Supervision for company's QA department and Release Management*

### Director of Professional Services at Niram Systems Ltd (now Larch Networks)

- *Contractor position. Lead verification effort for OSPFv2 project*

### Senior Dev.Test Engineer, Technical and Team Leader at Cisco Systems

December 2006 – April 2009

- *Responsible for verification NFS, MAPI and EPM WAN application optimizers.*
- *Responsible for International QA team (Israel and India sites) - 5 members. Mentor, train, and motivate team members (five team members, two in Israel and three in India)*
- *Provide project and technical leadership for a team responsible for testing and quality assurance on software development projects, verify usage of test standards*
- *Oversight of defect tracking methods and metrics*
- *Lead peer reviews for product requirements and test design*
- *Work with the management team to bring quality focus to product design, planning, and scheduling*
- *Lead the development of test automation (Languages: Perl, TCL)*

### Senior QA Engineer at Imperva Ltd

August 2005 – December 2006

- *Responsible for methodology of testing processes and for Company's Information Server (Bugzilla, TestRunner, Subversion and Docuwiki).*
- *Lead Application layer security oriented testing for Web and Databases(Oracle, MSSQL, Sybase, DB2)*
- *Create and maintenance automatic tests (TCL/TK for SmartBits, Perl for application layer – Web and Databases)*
- *Responsible for performance testing (Avalanche, SmartBits) include Database performance (MSSQL, ORACLE).*

## QA Team Leader at Radware

December 2002 – August 2005

- *Managed Quality Assurance functions and team*
- *Planned, organized, directed and controlled activities of QA team. Analyzed requirements and developed and implemented new and modified test strategies and test plans, policies, and procedures (include automatic tests procedures), and provided advice on wide range of information systems QA issues.*
- *Administered Testing and QA processes for company's products line (hardware and software, version flow is about 2-6 versions per month + patches)*
- *Designed and developed multi-node distributed systems (Internet simulation)*

## System Engineer at ADC Teledata

April 2000 – October 2002

- *Conferred with clients (marketing dept.) to identify and documented requirements, developed and implemented information systems business solutions (Telecom and Datacom).*
- *Provided advice on information systems strategy, policy, and management and service delivery.*
- *Designed system concepts, simulated and managed system features development processes, created system requirements documents (features: Intracall, Software download, System IP services, Service selection)*

## QA Engineer at Radlan (Marvell) December 1998 – April 2000

Project Manager at Elco February 1998 – December 1998

## Patents and Awards

*Intracall feature for access network (patent N 20020186829)*

*Multi-user simulation (patent N 20030139919)*

*Associating virtual channel identifier to a user phone number at an access node in a VoATM telecommunication system (patent N 20030227904)*

*Cisco Security Champion FY2006/2007 – 2007*

## Courses

*Basic Management Training - Cisco internal, 2008*

*Advanced Linux Fundamentals - HiTech Colledge, 2007*

*Effective Time Management – 2007*

*Effective Bridges Multinational Communication – 2007*

*How to Prepare for Difficult Conversations - 2007*