




# ELAD MOR

## CONTACT

+972-52-642-9002

 morelad 

 elad.mor@live.com

 Website 

## SKILLS

- ⇒ Microsoft Intune, Mosyle (MDM)
- ⇒ ABM, ZTE Enrollment
- ⇒ Python Scripting, Bash
- ⇒ API Automation & Integration
- ⇒ O365, GCP & Admin, Okta
- ⇒ ITSM (Freshworks, Atlassian, Jira)
- ⇒ OS (macOS, Windows, Linux)
- ⇒ AV (Polycom, Zoom Rooms)
- ⇒ Project Management
- ⇒ Google Figma
- ⇒ Frontend Development
- ⇒ Node.js, WordPress Development
- ⇒ Cisco Meraki (FW's, Switches, AP's)

## PROJECTS

### Preboarding Portal

*All-in-one portal for the organization's new joiners.*

### Personal Portfolio Website

*An academic portfolio and blog built in WordPress.*

## CERTIFICATION

### Full-Stack Web Development Bootcamp

June 2023 • Udemy.com

## LANGUAGES

English & Hebrew

*Native or bilingual proficiency*

## EXTRAS

*Located in Israel (EMEA) with experience working across U.S. and European time zones.*

*Comfortable collaborating asynchronously with global teams.*

## ABOUT ME

I'm a tech and IT enthusiast with a passion for web design, development, and automation. I thrive on exploring new technologies and finding innovative ways to solve problems. Naturally curious and quick to adapt, I enjoy diving into new challenges and continuously expanding my skill set in dynamic environments.

## WORK EXPERIENCE

### WOLT

#### IT Specialist | Project Manager (April 2024 - Present)

- Leading all IT operations for Wolt Israel (1,400+ employees).
- Led Wolt Haifa office relocation as Project Manager, handling planning, vendor coordination, and IT setup.
- Managed Google Admin including access control, permissions and routing.
- Managed MDM Intune and Mosyle for endpoint provisioning and compliance.
- Automated solutions using 3rd-party APIs to reduce manual effort, such as Slack and Fresh-Service APIs.
- Provided L2/L3 support for complex user and system issues.
- Oversaw enrollment of iOS and Android devices using ABM and Google ZTE.
- Automating processes and integrating plugins using Python and JS.
- Managing procurement, vendor relations, and IT budgeting for Israel.
- Ensuring high-quality customer service and adherence to SLA standards.

#### IT Associate (Oct 2022 – Apr 2024)

- Mentored junior IT staff providing guidance on complex support issues.
- Enhanced our FreshWorks ITSM UX/UI, improving front and back-end.
- Implemented Slack workspace automation to increase efficiency.
- Utilized Make.com for streamlining workflows and improving IT operations.
- Managed end-user support and ensured timely resolution for tickets.
- Collaborating with the global IT team to support over 12,000 employees.

#### Support Associate (May 2022 – Oct 2022)

- Delivered exceptional SLA performance through our chat service.
- Thrived in a high-pressure and dynamic work environment.

### LEONARDO HOTELS

#### Front Desk Manager (2019 - 2022)

- Managed bookings, events, and conferences, ensuring smooth management and organization.
- Lead a technological solution addressing pain points within the hotel.
- Managed a team of 5 receptionists.

#### Front Desk Receptionist (2018 - 2019)

- Awarded Employee of the year 2018.