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Top Skills

Enterprise Software

CRM

Team Management

Guy Waizel

Global Business Operations & Cyber Security Leader | Managing the Metallic Security Services (formerly TrapX Security) Israel site
Israel

Summary

Global Business Operations & Cyber Security Leader with over 25 years of experience, managing Global Business Operations & the Metallic Security Services Israel site (formerly TrapX Security), previously was the Chief Operating Officer at TrapX Security.

Experience

Commvault

Director of Business Operations & Israel Site Operations- Metallic Security Services

February 2022 - Present (1 year 1 month)

Tel Aviv, Israel

With the acquisition of TrapX, Metallic combines the best of data protection with the best of cyber deception – to deliver a unique set of capabilities that will be a game-changer for helping our customers protect against ransomware and other attacks.

Leading Metallic Security Services (formerly TrapX Security) global Business Operations & managing the Israel site

TrapX Security

7 years 11 months

Chief Operating Officer

May 2021 - February 2022 (10 months)

Tel Aviv, Israel

Senior executive board member, managing Israel R&C Center, and global departments: R&D, Product, HR, Support, Technical Account Management, IT, and operations.

Vice President Of Global Operations

May 2020 - May 2021 (1 year 1 month)

Tel Aviv Area, Israel

<https://trapx.com/guy-waizel>

Executive board member, Managing Global Operations, Support, Technical Account Management and IT

Director Of Worldwide Support & Services

April 2014 - May 2020 (6 years 2 months)

Tel Aviv, Israel

Created and Managed the following departments from the establishment of the company :

Support & Services, Presale, Professional Services, Operations, and Cyber Research

Synerion Systems Ltd. (formerly Lavie TimeTECH Ltd.)

Professional Services & Support Manager

November 2009 - March 2014 (4 years 5 months)

Tel Aviv

Synerion is an award-winning cloud workforce management software leader with over 30 years of experience, 5,000,000 users, and 7,000 installations globally.

Managed Support & Professional Services, managed Project Managers, Support Engineers, Professional Services Engineers, and Implementation specialists, managed the growth of professional services revenue & margin effectively while ensuring a high level of customer satisfaction.

AeroScout

WW Technical Support Manager

September 2005 - October 2009 (4 years 2 months)

AeroScout, a Stanley Healthcare company, is the market leader in Unified Asset Visibility (UAV).

AeroScout solutions use Wi-Fi-based Active RFID, sensors, RTLS, and other technologies to provide complete wireless asset tracking and monitoring.

Created from scratch & managed quality worldwide Support organization from scratch, managed multidisciplinary Technical Support engineers in Israel and the US.

In addition to my main role on parallel, I successfully managed professional services projects in the Americas and APAC regions and managed the global IT group internally across the organization.

Blue Pumpkin Software A Verint Company
Technical Support Manager EMEA&APAC
September 2003 - August 2005 (2 years)

Blue Pumpkin Software, a Verint company, is the Market Leader in Workforce Management Optimization products for the contact center market. The products are enterprise-class based on N-tier architecture implemented using J2EE standards and technologies over Oracle/SQL databases.

Created and managed from scratch 3-rd tier software support center for the EMEA & APAC regions. Managed Technical Support teams in Israel and India.

Secutech Ltd
CIO

August 1998 - August 2003 (5 years 1 month)

SECUTECH ISRAEL LTD (Natali Seclife Today), a SANPOWER Group company, provides remote health services to the elderly market using RFID emergency buttons and contact centers in Israel & in Europe.

Secutech uses RFID, CRM, ERP, and various advanced call center technologies to provide a complete set of remote health services.

Managed IT/IS across the global organization (Israel&Europe), managed Network Manager, System Admin, PC technicians directly and outsource vendors, responsible for all CRM/ERP implementations.

In Addition to my main role, I Led ISO projects in the organization, responsible for Information Security & Data protection in the organization. I was registered as the office manager of the company's sensitive subscribers databases at the ministry of justice Israel.

Education

Tel Aviv University

MSC, Operations Research · (2002 - 2004)

Netanya Academic College

MBA · (2004 - 2006)

Holon Institute of Technology

BSC, Technology Management · (1998 - 2002)