Moshe Perets

Head of Global IT

Global IT Operations · Service Center · Endpoints · Network · Cloud · Identity and Access · SaaS Management · AI-First Automation

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20 yrs	60	60%	99.99%+	$50M	20+
Sys Admin to VP	people led in 5 countries	tickets closed by AI agents	uptime, 24/7 follow-the-sun	largest annual IT budget	acquisitions integrated

CORE SKILLS

Service Center & 24/7
Follow-the-sun support across time zones; ITIL incident, request, change, problem; SLAs, KPIs; ServiceNow, Jira Service Management; major incident command.

Employee lifecycle
Zero-touch onboarding and offboarding with HR (People), Finance, identity, permissions and laptop shipping.

Workplace & meeting rooms
Meeting room design and management on Microsoft Teams Rooms and Zoom Rooms; Microsoft 365, Google Workspace; IT for 20 offices.

Endpoints
Jamf Pro (macOS), Intune (Windows), automated patching, CyberArk EPM, CrowdStrike EDR.

Network, systems & cloud
Palo Alto firewalls and SASE, Juniper Mist, LAN/WAN, Wi-Fi, VPN; Windows Server, Linux, AD, VMware, backup and DR; AWS, Azure, GCP, Terraform, Kubernetes.

Identity & access
Okta, Entra ID, SSO, MFA, SCIM, conditional access, least privilege, CyberArk PAM, access reviews.

SaaS management
License usage analytics via APIs, auto-revoke of inactive users; Salesforce, Jira, Monday.com, NetSuite, Oracle; 100+ business systems.

Automation & AI
n8n, Make, Workato, MCP, REST APIs, PowerShell, Python; AI agents, bots, self-service and internal tooling.

PROFILE

Hands-on global IT leader with 20 years from system administrator to VP, **10+ of them leading and growing global IT teams and managing managers** across TLV, EMEA, US and APJ at fast-growing cloud and SaaS companies (Cellebrite, NICE, Check Point).

Owns the global IT domain end to end: 24/7 coverage, the Service Center, onboarding and offboarding, meeting rooms, endpoints, systems, network and cloud, identity and access, SaaS management and procurement, in close partnership with IT Security.

Automation-first: AI agents, bots and self-service absorb 60% of ticket volume so the team works on strategic projects. Stays close to the ground while setting strategy with Security, People, Finance, Workplace and business leaders.

EXPERIENCE

VP Cloud Operations and Infrastructure

Dec 2024 – Present

Cellebrite (NASDAQ: CLBT) · Israel, US, Europe

> Reports to the CIO. Rebuilt the organization from scratch: **40 people** in 6 teams (SysOps, Network, SecOps, NOC, DevOps, FinOps), 2 directors and team leaders under them, **$30M** budget.

- **AI-first support:** AI agents as virtual Service Desk, system and DevOps engineers with live access to endpoints and servers; `60%` of IT tickets closed automatically.
- **Zero-touch onboarding and offboarding** on Make, integrating HR, Finance, identity, permissions and laptop shipping; n8n self-service portal for R&D.
- **Endpoint lifecycle** for a 50% Mac, 50% Windows company: Jamf and Intune under one standard, automated patching, CyberArk EPM.
- **Identity and access:** Okta and Entra ID with hundreds of identity automations and event-driven conditional access; Microsoft 365 migration with hardening and adoption.
- **Enterprise AI** (Copilot, Claude, ChatGPT Enterprise, Lovable, Base44) integrated with SaaS apps, hardened and monitored for security and usage.
- **Network and security:** moved to Palo Alto Networks and SASE; CrowdStrike, Wiz, CyberArk, Varonis; FedRAMP High and IRAP authorization in `12 months`.
- **Cloud Center of Excellence** with the CFO and CPO: up to `50%` lower monthly cloud cost through scheduling, right-sizing, S3 optimization, Savings Plans and AWS private pricing.
- **AWS and GCP landing zones** (LZA) for multi-cloud; EKS and OpenSearch kept up to date for security and cost.
- **Business continuity:** ran cross-cloud disaster recovery during a global AWS outage; owned major incident command, root cause analysis and post-mortem follow-through.

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WHAT I OWN

- ✓ 24/7 coverage
- ✓ Service Center
- ✓ Onboarding & offboarding
- ✓ Meeting rooms
- ✓ Endpoints
- ✓ Systems & network
- ✓ Cloud infrastructure
- ✓ Access control
- ✓ SaaS management
- ✓ Procurement & vendors
- ✓ IT budget

MANAGEMENT

IT strategy and roadmap, managing managers, vendor selection and rollout, procurement and contracts, budgets up to **$50M**, AOP and forecasting.

SECURITY & COMPLIANCE

Cyber defense · CrowdStrike · Wiz · Varonis · DLP · Zero trust · BCP / DR · SOX ITGC · SOC 2 · ISO 27001 · FedRAMP High · IRAP · NIST · GDPR

EDUCATION

B.A. Accounting and Economics
Sub-specialization in Information Systems
The Open University of Israel, 2013

Full-Stack Web Development
John Bryce, 2017

LANGUAGES

Hebrew (native)
English (full professional)

AI PROJECTS

Built end-to-end with Claude Code: a multi-tenant LLM FinOps gateway, MeterDeck AI-spend prototype, and the AI interview bot on my CV website.

EXPERIENCE, CONTINUED

Global IT and Cloud Manager

May 2021 – Feb 2025

NICE (NASDAQ: NICE) · Israel, US, Europe, India, Philippines

> Led, mentored and grew **60 people** and their team leaders across TLV, EMEA, US and APJ: **12,000** employees, **20** offices, 4,000+ servers, 30 cloud regions, **$50M** budget.

- **24/7 coverage:** designed a follow-the-sun support model and built a 10-person NOC from zero; MTTD `15 min`, uptime above `99.99%`.
- **SaaS management automation:** API integrations with every SaaS platform (Salesforce, Jira, Monday.com) for usage analytics and auto-revoke after 30 days inactive; SaaS costs cut `13%`.
- **Network and platforms:** Juniper Mist cloud networking in 20 offices; consolidated tools into company-wide platforms in 12 months; vendor selection and enterprise agreements.
- **Transformation:** migrated `10+` data centers to AWS and Azure with zero downtime; IT lead on 10+ acquisitions (Day-1 onboarding, identity, mail, ERP and CRM).
- **AWS R&D security:** led the security standard across product units, enforced it with Service Control Policies (SCPs), and managed network and security for all AWS R&D accounts.
- **IR:** IT representative on the global incident response team for crashes, security incidents, data leaks and product issues, including the July 2024 CrowdStrike outage.

Global IT Infrastructure Manager

Feb 2019 – Feb 2021

Check Point (NASDAQ: CHKP) · US, Israel

- Led **20 engineers** supporting 7,000 users and 3,000 servers on a $5M budget: infrastructure redesign, data center hardware refresh, AWS disaster recovery, Citrix VDI, SCCM and BigFix patching, vendor management and procurement.

Global IT and Security Team Leader

Jan 2016 – Jan 2019

Eden Springs · 19 countries, 3,500 users

- Hands-on IT for 3,500 users in 19 countries: Office 365 migration with Intune, ADFS and MFA; Azure disaster recovery and unified branch infrastructure; data center migration to IBM IaaS.

PARTNERING WITH THE BUSINESS

- **InfoSec and CISO:** partnered closely with the CISO, who owned security policy and governance while my SecOps team executed; quarterly Security Forum with the CEO and all C-level on posture, certifications and top risks.
- **Cloud Operations Forum**, monthly with the CFO, CPO, VP Product and VP R&D: cost, ROI, architecture and AI roadmap.
- **Finance:** built the annual operating plan from zero, quarterly forecasts, showback to business units; agreed with the CFO that every technology purchase requires IT approval.
- **People and Workplace:** onboarding and offboarding designed with HR, meeting rooms and collaboration across offices.

EARLY CAREER

Senior System Engineer and Microsoft Team Leader, Polycom 2013 – 2016

APAC/EMEA Microsoft Team Leader, Verint 2011 – 2013

System Administrator, iForex 2007 – 2011