




ELAD MOR

CONTACT

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 morelad

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 elmo.wiki

SKILLS

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

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 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 (Jun 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.

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.
- Thrived in a fast-paced and dynamic work environment.
- Collaborated seamlessly with a high-performing team.