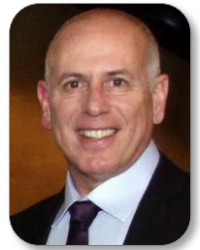


Curriculum Vitae - Benny Kamin (MBA, B.Sc.)



Contact: Mobile: +972-52-5278966, email: benny@ITIL.co.il

Education:

1993 – 1997



MBA (Master of Business Administration),
The Technion University, Haifa.
Graduated **with honors**, majored in Marketing & Project management.

1983 – 1986



B.Sc. (Bachelor of Science), in Mechanical Engineering,
The Technion University, Haifa.
Graduated **Summa Cum Laude**, majored in Computers and CAD/CAM.

2000 – 2010



ITIL EXPERT Certified, ITIL Manager Certification and ITIL foundation certification.

- Completed many extra-curricular management courses, such as:
Management of Change in organizations, Advanced Project Management, Risk Management, Consulting skills, Negotiation & Sales skills, Project Management Methodologies (PMBok, FocusPM) and the **ISO 20000 Consultant** course.
- Additional technical courses completed: HP-OpenView suite, Tivoli, BMC Patrol, EAI Architecture, ERP systems (includes SAP Basis), PDM, OS, and more.
- Familiar with most ITSM suits: **Service Now**, Remedy, CA-SD, OpenView, Tivoli.
- Presented in many of ITIL-related conferences, worldwide.

Professional Experience:

2006 – 2019



I-til Consulting – Senior ITIL implementer, Service-Desks specialist

Provides full range of Service-Desk consultancy: from Strategic analysis and Process planning to categories building, SLA definition, implement & training. Special skills in leading organizational changes by implementing efficient IT processes for IT organizations, based on ITIL best practices.

Projects included:

Design ITSM strategy & architecture for Elbit-Systems, Assuta-Medical-Center's and Weizmann Institute's IT. Leading organizational cultural change during Service Desk implementation and other ITSM processes.

Built the first Israeli CMDB at Bank Leumi - the largest bank in Israel.

Provided IT strategic assessment and preparing Bank Poalim's Service Desk for reorganization and improvements through ISO 20000 certification (the first in Israel).

Implementing Continuity Management processes at few global enterprises ("ZIM shipping" and "Ness Technologies"). Providing IT strategic assessment and gap-analysis to many organizations like Elbit Systems, global ZIM Shipping, Weizmann Institute, Assuta Medical Center, Bank Leumi, Rafael, Coca-Cola etc.

Developing an ITIL-based training material for HPE global ITSM program, and providing ITIL Foundation courses as trainer at HP Israel and other customers.

2005 – 2012



itSMF Israel – founder and President of the Israeli *itSMF* chapter.

Established the local ITIL interest user group (as a Non-Profit-Organization) for hundreds of members (CIOs, Infrastructure Managers). Managing the organization, running 5 big annual conferences and many bi-monthly professional meetings.

2004 – 2006



XOR Technologies - Senior Project Manager and ITIL consultant

Management of complex projects focused on BSM, and implementation of ITIL processes in organizations like Bank Leumi, Discount, Poalim and more.

2003 – 2004



Malam - Senior Project Manager for an enterprise-scale development Project, and
John-Bryce hi-tech Education Center – trainer for the "Project Management at Hi-tech Organizations" long duration course (100's academic hours).

1997 – 2003



Hewlett Packard (HP) - Senior Project Manager at HP Consulting.
Management of enterprise-scale projects, such as:
Complete responsibility over the ERP (MFG-pro) implementations at 12 factories of the Israeli Military Industries (Taas), **SAP** implementation for 11 hospitals ("Namer" project), SAP infrastructure management project at Nestle-OSEM food industries, as well as management of the largest NSM (Network Systems Mgmt.) implementation project in Israel at the Israel-Electric-Company using the "HP OpenView" ITSM suite. As an expert in ITIL method - managed an ITIL project for the largest bank in Israel, focused on the implementation of a "Release" process for the bank's applications.

1994 – 1997



Rafael – Leading an EDM (Enterprise Data Mgmt.) implementation project. This role included the design and implementation of new work processes, operate & support the application on various varieties of hardware/ OSs and applications.

1991 – 1994



Aviation Factory of TAAS Haifa - **IT manager**, board member of the factory, and leader of the **ERP project**. This role included overall responsibility for computerized processes and IT operation within the factory.

1990 – 1991



McDonnell-Douglas R&D subsidiary - **IT manager** of a CAD/CAM facility at Long beach, California. This role included implementation of advanced computerized design environment, and overall responsibility on complex network with VAX-VMS workstations, PCs and Macs. This role also included programming, support and administration of CAD & Finite-Elements applications.

1986 – 1990



Manager of CAD/CAM department at **Israel Shipyards** naval engineering branch. Implementation and management of the CAD/CAM capabilities within the Shipyards. Includes design, definition, selection & processes implementation of CAD/CAM tools, software development, supporting & promoting the use of computerized tools within the organization.

Languages:

Fluent in Hebrew and English. Excellent presentation skills.

Knowledge & Qualifications:

- Vast experience in IT management and project management in large IT organizations. Expert in **management of organizational change** and Business-Processes implementation.
- Remarkable abilities in executive briefings and presentations (preparation and presentation), excellent interpersonal communication skills both as a manager and as a loyal member in a team.
- An expertise in Business-processes, Systems-analysis and Project-management throughout the whole lifecycle: from architecture through design, risk analysis, staffing, execution by motivation and leadership, budget control, monitoring, and taking full responsibility over complex projects.
- Knowledge of project management tools (MS-Project), PM methodologies (PMBok, FocusPM), and IT management methodologies (ITIL). Expert in all Office tools, knowledgeable in ERP sys.
- Prominent by my always positive approach and attitude. A customer oriented individual.

Army Service:

Graduate the Israeli Naval Officer's Academy **with Honors!**

Served as the Chief-engineer on a Missile-ship. Carry a "Major" rank (Rav-Seren).