Ernest Malev

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Curriculum Vitæ

Objective: Seeking a leading/managing position in a high-tech/telecommunications company, where my professional knowledge, innovative ideas and industry experience will be effectively used.

Professional Profile: Articulate, highly organized and results-oriented Manager, with a proven record of innovative leadership and advanced analytical skills, successful planning and problem solving; proven ability to make firm and resolute decisions independently; self-motivated and a quick learner.

Qualifications:

- Over twelve years of diverse international experience within the high-tech/telecommunications business sphere
- Broad knowledge of product acquisition, distribution, promotion, maintenance and analysis in the telecommunications industry
- Deep understanding of market trends and know-how; global telecommunications market; prepaid market
- Large network of business connections in The Netherlands and abroad
- Proven ability to lead as well as participate in various software development and implementation / integration projects
- Hands-on designing and developing complete billing system (TELECOM/SMB) from CDR Mediation to Invoicing
- Supervised and participated in design of a number of worldwide VoIP-based and traditional telecom networks
- Deep knowledge of hardware and software infrastructures, OSS/BSS modules, network and service provisioning
- Planning/architecture/flow chart of (integrative) network (infra)structures/advanced reporting skills
- Professional qualities enriched by musical, artistic and linguistic talents

Professional experience:

May 2007 – current: **Director of IT**
Quantum Telecom B.V. (Amstelveen, NL) [CLEC/Wholesale/Integrator]

- Managing operating budget of €1.1 million
- Conducting and leading qualified personnel towards successful projects' delivery and efficient service provisioning - maintaining existing customers; being the decision maker for all personnel's needs
- Planning department's short and long-term strategy; acquisition, implementation and integration of equipment, entering additional business niches resulting in increased cash flow
- Initiating, automating and analyzing collaboration procedures with business partners
- Monitoring company's progress on daily basis, spotting and eliminating failures; gathering momentum on the market
- Maintaining all previously developed projects on a daily basis (see next: Quantum Telecom B.V. – Senior Project Manager)

January 2005 – May 2007:   **Senior Project Manager**
Quantum Telecom B.V. (Amstelveen, NL) [CLEC/Wholesale/Integrator]

- QTAA (Quantum Telecom Administrative Applications): Designing, developing, maintaining and constantly updating the all-in-house complete billing system with integrated core equipment's monitoring and remote management modules "(m)", as well as analysis, reporting and accounting modules "(s)" attached. QTAA is *the* critical core software of the company: from daily automated CDR mediation tasks, administration records and fraud-preventive analysis to the end-of-the-month's invoicing procedures with automated banking (CLEOP03) debit collection, all accompanied by official presentation of documentation
- "Special Deals": Planning, implementing unique billing flows and personally negotiating with end-customers the "Special Deals" concept, through initiating strategic view targeting top consumers, resulting in committing 70% of the top 15 company's customers to long-term relationship, assuring steady income for both parties
- PHOENIX Prepaid Cards: Designing and integrating prepaid cards' concept into the existing platforms; implementing numerous product's types on the core equipment, while automating with the QTAA billing system "(p)"; creating graphical presentation for product's various types (print) and promoting them on the market
- #superbel.nl: 0900 (TOLL) Access Long Distance Service with a dotcom concept. Market research and analysis, project's planning; implementation through third-party supervision; in-house IVR customization; developing and building all necessary back-office applications and flows as well as the actual www.superbel.nl website, all graphical representation (web & print)
- VoIP VPNs: International VoIP Customers. Network architecture, implementation through 3rd-party equipment integration; special billing flows; problem solving
- Developed numerous standalone automating modules for various daughter companies (e.g.: CPAA)
- Created all graphical artwork for the company and daughter-companies on a professional level (highlights: www.malev.co.il/portfolio)
- Being directly involved in all other IT projects. Instructing qualified personnel resulting in successful project delivery.

June 2002 – January 2005:   **Technical Project Manager**

Connexion World B.V. (Amsterdam, NL) [CLEC/Wholesale/Integrator]

- Responsible and being a contact person for all technological aspects of the company
- Being actively involved in development and quality assurance of various software platforms for company's core telecommunications equipment as well as several integrated products, with its manufacturers and developers
- Monitoring and analyzing voice and data traffic on the main switching platforms, producing detailed essential reports for the senior management on daily basis
- Collaborating with various third-party companies for emergency problem-solving on daily basis
- Enriching and instructing technical personnel
- Direct strategic planning assistance to senior management based on current and future developments and personal initiatives.

January 2000 – April 2002:   **Project Manager**

Quantum Telecommunications S.r.l. (Milano, IT) [Carrier/CLEC]

- Responsible for all OSS/BSS aspects, including telecom traffic analysis, global/custom financial/statistical reporting, creating wide-angle perspective and full awareness of the business's core activities for senior management, on daily basis
- Responsible for all technological aspects of the company, collaboration with domestic/foreign telecom carriers and third-party companies
- Responsible for global automation through various software/hardware implementations; successfully adjusting core equipment activities to the company's custom requirements as a part of being direct contact person for equipment's manufacturer and its software development departments
- Monitoring and supervising various core telecommunications equipment of the company, implementing innovative techniques for better and more accurate use of the system, pinpointing and avoiding fraud attempts
- Introduced and implemented standard daily reporting procedures based on various equipment involving databases and custom-designed software, using sophisticated algorithms.

May 1998 – January 2000:   **Project Manager / Network Architecture Consultant**

Interglobe Communications Corp. (CCIT Ltd., IL; ICC, NL/US) [International Data Carrier/CLEC]

- Responsible for Global Network Automation, through successful utilization of new breeds of hardware and software, as well as data processing
- Technology and Automation responsible for all company's International branches
- Responsible for introduction of VoIP resulting in higher revenues, and increased productivity
- Introduced advanced policies, and implemented OSS/BSS infrastructure and procedures
- Implemented and developed security and intrusion detection policies
- Designed numerous International VPN structures, including equipment solutions required for future projects.

Previous Professional Experience Highlights:

1997 – 1998: **Account Manager / Web Administrator**
InTourNet Marketing & Travel, Ltd. (Jerusalem, IL) [DotCom Traveling agency]
1995 – 1997: **Webmaster / System Administrator**
NetMedia International, Ltd. (Jerusalem, IL) [eISP]
(1997: building English version of the Knesset (Israeli Parliament) website: www.knesset.gov.il)

Education & Enrichments:

- Strategy Within The Telecommunications Market seminar (SMB), Spain
- Softamed Switch Administrator Course, Belgium
- Switch Administration Course + VoIP Migration and Integration: World Telecom Labs, Belgium
- Seagate Software Crystal Reports: Advanced Designer, Netherlands
- B.Sc. Computer Science, Le Bon University, Israel

Languages:

English   -   Fluent
Dutch   -   Very Good
Russian   -   Fluent
Hebrew   -   Fluent