



IDO BAR-NOAM

Operations Leader | AI and Automation PROFILE

Operations leader with 12 years in high-growth SaaS who builds the systems behind post-sales teams and gets people to use them. At XM Cyber, I **drove adoption of the operational agents and proved out 5.5 hours a week of time saved**. Hands-on with Python, APIs, and automation platforms. I run AI enablement for a team of 26, and built Replaced Cloudinary's CS system stack, with **70% of users reporting higher productivity and 90% satisfaction**.

CONTACTS



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Ganey Tiqva, Israel



References Upon Request

EDUCATION

Technion, Israel Institute Of Technology
B. Sc. Industrial engineering And Mang.

Third year Dean's honors list
2007 - 2011

SKILLS

AI and automation

- Operational Agents and skills
- Prompt and agent design
- APIs and scripting
- Automation platforms: Zapier, Make.com
- Python
- Claude, Gemini, GPT, Dust

Adoption and enablement

- Onboarding programs built from scratch
- Training design and delivery
- Driving tool adoption across teams
- Building enablement roadmaps

Operations leadership

- Process design and SOP's
- Cross-functional delivery
- Vendor selection and POCs
- System migrations

Measurement

- KPIs & performance management
- NRR forecasting
- SQL and reporting
- Dashboards
- Decision support for leadership

WORK EXPERIENCE

XM cyber 2025 – present

Head of CS Operations

- **Drove adoption of the CS operational agents and proved out 5.5 hours a week of time saved**
- Runs AI enablement for a team of 26
- Built the NRR forecasting framework
- Owns operations reporting, including team and individual KPIs

Cloudinary 2016 – 2025

Head of CS Operations | 2023 – 2025

- Built the customer coverage process end to end across Sales, Finance and CS, routing each case by size to the right owner
- **Replaced the core CS system stack. 70% of users reported higher productivity, 90% user satisfaction.**
- Ran vendor selection and POCs for the CS tools stack
- Built and led the CS Operations team
- Put systems in place that improved upsell opportunities and retention

Head of CS Enablement | 2020 – 2023

- **Built the CS onboarding program from scratch**, raising completion and new hire satisfaction
- Designed training programs to enhance team performance, ensuring consistent customer experience.
- Defined the CS enablement roadmap with key stakeholders and built its first processes.
- Managed a customer success enablement specialist

Senior Developer Support Engineer | 2019 – 2020

- Improved developer support processes and tooling, cutting response times
- Resolved escalated technical issues for key accounts with Engineering.

Developer support engineer | 2016 – 2019

- Supported global enterprises on complex technical issues across the Cloudinary platform
- Created and maintained technical documentation

Fornova 2014 – 2016

Technical Support Team Leader | 2014 – 2016

- **Built and managed a technical support team of 6**
- Designed the team's issue tracking and response processes, raising resolution speed
- Collaborated with product and engineering teams to triage technical issues and provide solutions, driving product improvements.
- Served as the escalation point for critical customer issues.

Other roles 2012 – 2014