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Working visa in France

Digital Product Manager with strong IT skills

Strong experience in product support, software implementation and customer relationship management

CAREER HISTORY

- Since 2024: I am a Digital Product Manager specializing in UX design for e-commerce websites, leveraging Figma to create intuitive and user-friendly designs. I oversee projects from concept to launch, providing content strategy with a focus on organic SEO and ensuring seamless execution. Additionally, I manage digital marketing campaigns on Facebook and Google Shopping to maximize visibility and drive sales.
- 2019-2023: **xCircular**, Hamerkaz, Israel
4 years
Organization size: a high-tech company providing innovative B2B E-commerce products to boost content and conversion
Product Manager
- Collaborated with top 4 retailers' brands, including 2 in the United States, along with 200 vendors, category managers, and trade units
 - Managed customer relationship with our main client "Shufersal On-Line"
 - Identified opportunities and gathered customer feedback to inform product decisions
 - Provided product specifications and UX sketch
 - Collaborated closely with R&D and global engineering team during development phases to monitor progress and resolve design issues, ensuring high-quality releases
 - Conducted manual QA testing for pre-production and in-production stages
 - Reported production bugs and collaborated with the team to address them promptly
 - Facilitated onboarding process for new customers
 - Tracked key performance indicators (KPIs) to measure product success
- 2018: **Ichilov Medical Center**, Tel-Aviv, Israel
1 year
System integrator (Q-Flow software)
- Call flow provides unique and customized solutions for large medical organizations, hospitals, and clinics, where there are high complexities in appointment scheduling, queue management, and customer flow
 - Customized the software according to the clinic's needs and specification
 - Configured new Kiosks machine
 - Integration tests pre-production to ensure full integration with additional clinical systems such as Chameleon EMR and MMS (Management of medical system)
 - Integrated queue management and other digital devices
 - Trained medical staff
- 2009 – 2016: **Ministry of Education** Tel-Aviv, Israel
7 years
Organization size: 1000 Users, 700 End-Stations, 300 Computers Laptops
Director of IT and Information Systems, Senior Division at the Computer and Networks technicians (2015-2016)
- Provided support and solutions on hardware and software equipment's computers: printers, scanners, laptops, Smartphones, Routers, Video Conference
 - Performed integration between computer systems and computer application organizations
 - Performed installations of Microsoft operating systems (Windows XP, Windows 7)
 - SCCM/SMS - Installing and updating software by distribution in the Domain environment
 - Active Directory services - reset Passwords, GPO permissions, creating new user email boxes
 - Using RDP to support remote clients in any malfunction
 - Working in Server 2008R2/2012 environment
 - Citrix Support Client Connect Through Smart Card.
 - Assimilation of systems Determination of requirements and spread of relevant information through QlikView
 - Managed Website Content of the "Ministry of Education-Central District".
 - Monitored and mentored junior staff (3 to 10 persons): manage tasks and priorities, animation of team meetings (define agenda)
- 2007 – 2009: **Neviot Nature of Gallilee Ltd**, Tel-Aviv, Israel
2 years
Organization size: 500 Users, 300 End-Stations, 150 Computers PDA, and 40 servers
Maintenance and Network manager, Help Desk
- Performed detection and repairing of PC malfunctions: network and communication printers. Server Farm Maintenance, Terminal servers, CRM, TSM, Cockpit, AS400, printer server
 - Night Processing, Reglue, Entire System Backup, Daily Backup
 - Holiday procedure (canceling SCHED, producing labels)
 - Management of enterprise portal (NVIDIA),
 - Managing PDA users, inventory, writing procedures, working with suppliers, entering and cross-checking data Working in VM and SHAREPOINT environments
- 2004 – 2007: **Bezeq the Israel Telecommunication Corporation Ltd.**, Tel-Aviv, Israel
3 years
Technical support for private clients

- Configured USB modems and routers, set up home networks, and enabled printer sharing for customers. Demonstrated expertise in operating systems, communication protocols, web browsers, and webcams, while ensuring seamless integration with internal control and information systems. Conducted training sessions for new employees to enhance their technical skills and operational knowledge

EDUCATION & QUALIFICATION

2023	Analiza, Data Analyst
2021	John Bryce, User Experience
2019-2020:	Technion, unit for continuing and extracurricular studies, Product Management
2006-2009:	Bar Ilan University, B.A., Political Science Extended
2013	Bynet Software systems, assimilate SharePoint 2010
2003	Sivan Bryce, computer graphics
2001-2002	Hacker, webmaster

LANGUAGES & COMPUTER SKILLS

Software:	Proficient in Microsoft Office Tableau, SQL, Q-Flow, Citrix, SharePoint, CMS, CRM, SAP, Adobe XD, Figma, Photoshop, WordPress
Hebrew:	Native language
English:	Fluent speaker with experience working in the language
French:	level A1