

ELENA ZOBAK

Technical Operations | Support | QA

US-based (Remote or Hybrid) | elenazobak@gmail.com | [LinkedIn](#) | [Website](#)

Languages: English (bilingual), Hebrew (native), Russian (native)

Operations and support professional with hands-on technical ability. Currently managing platform operations, user onboarding, and technical support for 500+ users. Background in QA engineering, SaaS platform configuration, project management, and software development (3 iOS apps on the App Store). Comfortable reproducing bugs, reading logs, writing documentation, configuring workflows, and communicating across technical and non-technical stakeholders. Trilingual.

EXPERIENCE

Technical Operations Manager | South Jersey Innovation Center

Oct 2023 - Present

- Manage platform operations serving 500+ active users across registration, payments, communications, and reporting systems
- Own end-to-end user onboarding: training sessions, workflow configuration, documentation, and ongoing support
- First-line technical support: reproduce reported issues, document root cause, coordinate with vendors, and maintain a knowledge base for recurring problems
- Configure SaaS platform settings — programs, pricing, permissions, forms, discounts — and built reusable QA checklists that cut setup errors by half
- Coordinate across program, finance, and leadership teams to keep launches on track; deliver weekly status reports
- Created launch routines with rollback procedures, edge-case testing steps, and sign-off checklists

iOS Developer | Self-Employed

2024 - Present

- Shipped 3 iOS apps to the App Store as sole developer (Swift/SwiftUI, Firebase, REST APIs, StoreKit)
- Built a real-time chat app with AI-powered translation, push notifications, and cloud backend
- Built an educational app with 30 lessons, 13 interactive activity types, speech recognition, and in-app purchases
- Managed full App Store submission process: privacy manifests, compliance, review guidelines

Producer & Project Manager | Elena Zobak LLC (Freelance)

2016 - 2024

- Managed 30+ client projects end-to-end: scope definition, timelines, deliverables, feedback cycles, and final delivery
- Coordinated remote teams across time zones; maintained quality and speed under tight deadlines
- Clients included Maccabi USA, Israeli American Council, BabySense, PicassoTiles
- Produced an animated short film that reached 14M+ views on YouTube

QA Engineer | Hiro Media (Ad-Tech / Video Platforms)

2013 - 2015

- Manual QA for a video/ad-tech platform: cross-browser testing, release validation, regression testing
- Wrote structured bug reports with reproduction steps, expected vs. actual behavior, and severity classification
- Partnered with product and engineering to isolate root causes and verify fixes before release
- Systematic edge-case testing across devices and browsers under production deadlines

Head of Graphic Design for Web | Haaretz / TheMarker (Israel)

2008 - 2013

- Led a team of 6 designers at Israel's largest newspaper — daily editorial visuals, interactive units, and ad creative
- Managed hiring, team allocation, and quality standards under constant daily deadlines at national scale

SKILLS

Operations & Support: User onboarding, platform configuration, technical triage, ticket management, knowledge base creation, SaaS administration, workflow setup, QA testing, launch coordination **Technical:** Swift/SwiftUI, Firebase, REST APIs, Git, Postman, Chrome DevTools, SQL (basic), Jira, Notion, Google Sheets, Zendesk-style ticketing, Salesforce (basic), CRM platforms **Communication:** Trilingual (English, Hebrew, Russian), cross-functional coordination, client-facing communication, documentation, remote team management

EDUCATION

Digital Product Management — University of Virginia (Coursera) | Software Engineering Immersive — Fullstack Academy | 3D Animation & Visual Effects — New York Film Academy | Computer Science coursework — Open University of Israel