

# Ari Krauss

Arikrauss1@gmail.com

(+972) 54 330 6128

<https://www.linkedin.com/in/arikrauss/>

Customer Success Manager with over 8 years of experience in Intelligence Analysis and Cybersecurity. Proven track record of managing high-value client portfolios and optimizing operational workflows. Highly adaptable professional with a demonstrated ability to quickly learn new technologies and apply AI tools to drive innovation and streamline processes.

## Languages:

English: Native Speaker

Hebrew: Professional Proficiency

## Professional Experience

### **Bitsight (2024–Present)**

Tel Aviv, Israel

#### Customer Success Manager

- I serve as the primary point of contact for Bitsight customers post-sales, from onboarding, product adoption through the renewal process and serve as a customer advocate internally.
- Work with sales teams on long term account retention and expansion strategies to identify opportunities or risks in a timely fashion.
- I continued to meet or exceed retention and expansion targets during the Bitsight / Cybersixgill integration.
- I advise as an SME for all CTI products and services in Bitsight

### **CyberSixgill (2020–2024)**

Tel Aviv, Israel

#### Customer Success Manager / Operations Lead

- Regularly achieved or exceeded individual and team retention and expansion targets.
- Averaged a portfolio size of 3 million dollars made up of a range of customer sizes. Tailored service and support to meet customers' needs and commercial priorities.
- Worked closely with product and development teams to convert customer feedback into features deliveries.
- Remained current on the modern cyber threat landscape and security tools employed by SOC teams, threat intelligence researchers, and other cyber and security professionals.
- Optimized systems and services and explored new tools to help the team work more effectively. Spearheaded the implementation and adoption of the Churn Zero platform to the customer success group.

### **International Business Intelligence Firm (2016–2020)**

Tel Aviv, Israel

#### Senior Research Analyst

- Research and information gathering in Hebrew and English via OSINT platforms and tools to collect information.
- Maintained contact with clients over the lifetime of projects including day-to-day contact as well as drafting reports and presenting final products to various clients primarily in North America and Europe.
- Managed a team of up to five analysts orchestrating project strategy, information sharing, coordination between departments, and strategic goals with senior executives.

### **Levantine Group (March 2016–August 2016)**

Tel Aviv, Israel

#### Security and Risk Assessment Analyst

- Searched open-source media in multiple languages for relevant security-related incidents and wrote real time tactical intelligence updates. Required attention to detail and the ability to make quick decisions regarding security situations to keep clients up to date quickly and concisely in a crisis.

## EDUCATION

- MA in National Security Studies: Institute for Counter Terrorism (ICT) at IDC Herzliya (2013 – 2014)
- BA in Political Science and International Relations: State University of New York (SUNY) Binghamton (2005 – 2009)

## Scholarship and Awards

- HESEG FOUNDATION (KEREN HESEG): SCHOLARSHIP AWARDED TO FORMER LONE SOLDIERS FOR ACADEMIC STUDIES

## Military Service

- Reserve Duty: (2012-present): 7810 Recon Battalion (Sayeret), 11<sup>th</sup> Commando Brigade
- Regular Service (2010 - 2012): 631 Recon Battalion (Sayeret), Golani Brigade