Dror Mor

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Professional Summary

Software Engineer with 3 plus years of experience building automation, test harnesses, and validation tooling for distributed services. Strong at REST API testing, data driven test design, Linux and Docker environments, and operational problem solving with cross functional teams. Led Tier 1 support while delivering automation that reduced manual validation effort and improved release confidence. MBA in progress specializing in AI and Big Data.

Core Skills

- Python, JavaScript, SQL, C, C plus plus, Java
- Test automation: PyTest, REST API testing, JSON schema validation, Selenium basics
- Platforms: Linux, Docker, Azure, Salesforce
- Engineering: CI CD concepts, Git, logging, monitoring, debugging production issues
- Domains: Identity verification, LLM evaluation and validation, workflow automation

Experience

Technical Support Team Lead | Au10tix, Israel
2023 to 2025

- Managed a team of technical engineers, solving customers queries and technical production issues while also responsible for building internal tools and solutions for different departments.
- Developed a modular Sanity Test App in Python with a GUI to validate multi region workflows, dynamic waits, and structured logging
- Implemented validation tooling for LLM based support responses, including benchmarking prompts and stability checks
- Automated Salesforce case reporting and operational tracking to improve triage, ownership, and response SLAs
- Partnered with R&D and DevOps to root cause incidents, improve release readiness, and reduce customer facing escalations

Software Developer | Rafael Advanced Defense Systems, Israel
2021 to 2023

- Developed Windows and embedded software for secure communication systems and network interface hardware
- Created test scripts and logging utilities to improve validation, observability, and defect isolation
- Worked with multidisciplinary teams across hardware and software boundaries to deliver high reliability components

Intelligence Officer, Major | Israeli Navy Intelligence
2013 to 2018

- Led a team of six in time sensitive intelligence operations and mission planning
- Recognized with two excellence decorations for leadership and performance under pressure

Physical QA, part time | TowerJazz Semiconductors, Israel
2012

- Performed quality checks on semiconductor production line outputs and documented nonconformities for follow up

Selected Projects

Sanity Test Automation App
Python, REST APIs, GUI
Designed a modular automation tool to validate identity verification workflows across regions with health checks, dynamic timing, and logs.

LLM Validation Utilities
Python, JSON, prompt evaluation
Built validation scripts for model response quality and stability, supporting faster support responses and consistent answers.

Education

MBA, AI and Big Data specialization, Reichman University   *In progress*
BSc in Information Systems and Machine Learning, University of Haifa   *2020 to 2023 GPA 80*

Certifications

Microeconomics The Power of Markets, University of Pennsylvania, Coursera   *Aug 2025*
Foundations Data, Data, Everywhere, Google, Coursera   *Aug 2025*

Awards and Leadership

- Outstanding Officer, Israeli Navy
- Two excellence decorations, Israeli Navy Intelligence
- Technological award for capstone project Dogo A Eye, React app with YOLOv8 classifier integration
- Volunteer educator, taught programming to high school students through Rafael outreach

Languages

- Hebrew native
- English fluent