

Sagi Reuven

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📄 Summary

Technical and operational leader with 10+ years of experience in enterprise integrations, BI and data solutions, ServiceNow, ITAM/SAM, and license optimization. Hands-on experience with Power BI, Tableau, SQL, Python, and ETL, with a proven record of developing scalable reporting products and translating business requirements into actionable data solutions.

🧰 Professional Experience

10/2025 – Present

NYBS Consulting 🔗

Founder

- Founded a software and data consultancy delivering license analytics, reporting, integrations, and optimization solutions.
- Used SQL, Python, JavaScript, and AI tools to automate data processing and reporting.
- Owned the full solution lifecycle, from requirements and architecture through development, implementation, and customer delivery.

05/2022 – 10/2025

Open IT 🔗

ServiceNow Delivery & Integration Manager

- Promoted from System Architect to Department Manager.
- Managed five remote ServiceNow consultants, introducing delivery standards, KPIs, and training.
- Led three developers in delivering a ServiceNow SAM Pro integration for eight customers, generating approximately \$180K in upsell revenue.
- Designed data mappings, API workflows, validation, and repeatable enterprise deployments.

04/2016 – 04/2022

OpenLM 🔗

Support Department Manager

- Promoted from Tier 1 to Tier 2 and then Department Manager
- Led a globally distributed team of eight support engineers across five countries, maintaining SLA response times under two hours.
- Built ETL workflows connecting license data to Power BI, Tableau, and enterprise platforms, generating approximately \$3M in upsell revenue over four years.
- Built a database migration tool for SQL Server, MySQL, and Oracle, deployed across approximately 700 systems with no data loss.

🎓 Education

2008 – 2012

B.Sc. Biochemistry

Ben-Gurion University of the Negev

2014 – 2015

Software Development Program

Technion - Israel Institute of Technology

Skills

BI & Data Engineering

Power BI, Tableau, SQL, Python, ETL/ELT, Kimball, Snowflake, Databricks, Pentaho

Development

Python, SQL, JavaScript, Java, C#, Kotlin, C++

Data Platforms

Snowflake, Databricks, Pentaho, SQL Server, MySQL, Oracle, REST APIs

Analytics & Architecture

Requirements Analysis, KPI Definition, Kimball Modeling, Data Integration, Data Quality, Enterprise Reporting

ServiceNow

SAM Pro, CMDB, Discovery, IntegrationHub, REST APIs, MID Server

Leadership

Team Leadership, Technical Delivery, Roadmaps, Agile, Jira, Stakeholder Management, Solution Architecture

References

Oren Gabay  , CEO, OpenLM

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Chaim Lederman  , Director, Open IT

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