

Mariusz Łazarz

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TECHNICAL SUPPORT ENGINEER & BACKEND DEVELOPER

Technical Support Engineer with 2+ years of expertise in troubleshooting, process automation (Python/JavaScript), and building AI-powered tools. Proficient in backend development (Node.js, RESTful APIs) and cloud solutions (AWS, Azure). Passionate about solving complex problems through code, generative AI, and scalable systems. Open to roles in technical support or backend engineering, with a strong focus on innovation and skill expansion.

PROFESSIONAL EXPERIENCE

Piwik PRO

October 2022 - Present

Technical Support Engineer

As a Technical Support Engineer, I provide expert-level troubleshooting, develop internal tools, and optimize technical workflows to enhance operational efficiency. My role involves scripting, debugging, and integrating advanced web analytics solutions to help clients achieve seamless tracking and data accuracy. By automating processes and improving internal authentication mechanisms, I significantly reduce manual workload and enhance system reliability.

Accomplishments:

- Developed custom tracking solutions using JavaScript and JavaScript Tracking Client, enhancing data accuracy and debugging efficiency.
 - Provided expert troubleshooting across various web environments, resolving complex integration issues and ensuring seamless data flow.
 - Automated manual data-fetching processes using JavaScript and APIs, reducing manual effort by ~50% and increasing operational efficiency.
 - Designed and implemented a Node.js lookup script to streamline internal user authentication, reducing login complexity by 100%.
 - Built an internal debugging tool, hosted on Netlify, using React, Firebase, and Redux, improving tracking visibility with Piwik PRO integration.
 - Built a Python/OpenAI chatbot automating responses to 70% of recurring client queries, achieving 95% accuracy and saving 10+ hours monthly.
 - Configured automated data exports for Azure Blob, AWS S3, BigQuery, and SFTP, ensuring seamless and secure data integration.
 - Authored and optimized technical documentation in Confluence, reducing search time for critical information by 50-70% and improving knowledge sharing across teams.
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KEY COMPETENCIES

Core Backend: Python, Node.js, Express.js, RESTful APIs, PostgreSQL, Firebase

AI/ML: OpenAI API, Generative AI, Prompt Engineering, AI Agents

Web & Frameworks: Next.js, React, TypeScript, JavaScript (ES6+)

DevOps & Cloud: Docker, AWS, Azure, Linux, GitHub Actions

Databases: MongoDB, MySQL, Qdrant

Tools: Postman, Insomnia, Jira, Confluence

Technical Support: Debugging, Documentation, Issue Resolution, Client-Facing Solutions

CERTIFICATIONS

Ai_devs 3 Agents | 2024

AI_devs 3 is a 5-week practical course in the use of Generative AI tools (OpenAI, Anthropic, Groq, Ollama), in which we will fully use the greater capabilities of large language models and, combined with programming skills, build autonomous and semi-autonomous systems, referred to as "Agents".

<https://credsverse.com/credentials/6d7030b4-c367-4add-94f1-1c30b49c162f>

AI Devs 2 - Connect GPT-4 with application and automation logic | 2024

A 5-week practical course on combining generative AI tools with application logic and automation tools.

<https://credsverse.com/credentials/6d7030b4-c367-4add-94f1-1c30b49c162f>

PROJECTS

Chat with me

Technologies: TypeScript, NextJS, NextAuth, shadcn, Stripe, AI, Firebase, Zustand

Chat with Me" is an innovative chat application that bridges language gaps, enabling seamless communication in users' preferred languages. It offers a subscription-based model with DIAMOND and GOLD tiers through Stripe, unlocking premium features like unlimited translations and advanced customization. This application exemplifies technical excellence and a commitment to global inclusivity

<https://chat-with-me-sepia.vercel.app/>

<https://github.com/Mariusz-Lazarz/chatWithMe>

Storlyv2

Technologies: TypeScript, NextJS, NextAuth, shadcn, Stripe, Prisma, Tailwindcss, Vercel

Storlyv2 is a comprehensive ecommerce platform featuring an impressive user interface and real-time data fetching from a database using URL-stored parameters. It includes Next.js authentication with JWT tokens to manage user roles and access paths. The application fully integrates Stripe for payment processing, supports discount coupons, and offers a bookmarking functionality for favorite products.

<https://storlyv2.vercel.app/>

<https://github.com/Mariusz-Lazarz/Storlyv2>

AI Knowledge BOT

Technologies: Python, OpenAI, Docker, BeautifulSoup, Qdrant

Developed an AI-powered chatbot that provides real-time, context-aware assistance by leveraging publicly available knowledge from the Piwik PRO Help Center. The bot uses Qdrant for vector search, improving retrieval accuracy, and implements result reranking for relevance. It also maintains chat history for seamless interactions, making user support more efficient.

<https://github.com/Mariusz-Lazarz/AI-Knowledge-BOT-PPHC>

EDUCATION

Maria Curie-Sklodowska University - Lublin, Poland

Graduate Diploma in Business and Law
