

Projects

- **Automated Ticket Resolution App**

- Integrated with the Service Desk to fetch, parse, and analyze ticket descriptions, logs, and screenshots
- For non-typical cases, finds relevant documentation about the process and used API methods in a vectorized knowledge base, searches for them in Graylog logs, detects the root cause of the user's problem and auto-publishes a solution in the ticket
- Solves ~15% of tickets automatically, including the auto-publishing of validated solutions directly into the ticket system
- Saved an estimated 160+ hours of support engineer time monthly, enabling the team to focus on complex, high-priority incidents

- **Task Summarizer**

Intended to be used as a no-code AI tool by anyone in the company:

- Listens to task update webhooks and retrieves task data
- Selects a prompt from a dynamic catalog based on task type
- calls an LLM to generate structured summaries or conclusions, which are posted back into the ticketing system

Especially useful in analyzing mass IT incidents and automatically drafting post-mortems, root cause analysis, and prevention recommendations.

- **Task Validator**

Retrieves a Jira task for installing a release update and checks whether it is ready to be deployed.

It performs the following validations:

- Verifies that the current production build image exists in the registry (to allow rollback if needed)
- Checks that the new build image specified in the task exists in the registry
- Confirms that the new build version has been fully tested on the required test environments

Then, it generates a dynamic step-by-step release plan, which includes:

- Steps to prepare before the release
- Steps to deploy the new version
- A list of useful resources to check right after the new version is deployed (e.g., links to logs, dashboards)
- Rollback instructions in case something goes wrong

This tool reduced the release preparation time from over 20 minutes to just a few minutes per task.

- **Service Desk Reporting Tool**

Improves visibility into support team performance and provides clear insights into ticket classifications:

- Aggregates ticket data in real time and stores it in a database
- Generates daily, weekly, and monthly reports with CSV exports and pie chart visualizations
- Automatically sends reports to stakeholders via corporate messenger and email groups

In addition, the exported reports are analyzed by an LLM, which generates summary and suggestions for improvement and highlights the most problematic areas in the services supported by the team

- **Apps Stores Ratings & Reviews**

- Collects and analyzes ratings & reviews from multiple stores (App Store, Galaxy Store, App Gallery, etc.) for many company's apps
- Generates metrics for Grafana dashboards
- Sends automated alerts to stakeholders when app ratings begin to decline