

**GEORGI KARDZHALIYSKI,  
MBA**

U.S. Permanent Resident

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**PROFESSIONAL SUMMARY**

10+ years of experience driving SaaS, AI and digital transformation initiatives across the U.S. and Europe. Skilled at building smarter products, streamlining operations, and scaling customer success by aligning business strategy with user needs.

**PROFESSIONAL EXPERIENCE**

**Meta Platforms, Inc.** (Global Social Tech serving 3.5B+ daily users) | New York, NY **Oct 2025 to Present**

**AI Safety & Red-Teaming Analyst - Product & Research · Product Data Operations (MetaAI)**

Improving Llama model safety by uncovering vulnerabilities through adversarial testing and red-teaming.

- Conduct adversarial and red-team testing on models to uncover jailbreak vulnerabilities and policy-violating outputs.
- Analyze and categorize model responses for safety and policy compliance using Meta's taxonomy.
- Execute model evaluations, supporting research experiments, product testing, and release-readiness decisions.

**Advance Valuations** (Multi-Asset Valuation Solutions) | Sofia, Bulgaria

**Dec 2024 to Sep 2025**

**Digitalization & Automation Officer - AI Adoption & Business Transformation**

Led AI strategy, identifying 20+ automation opportunities, training 50+ employees, and cutting manual workload by 25%.

- Pinpointed inefficiencies and automated repetitive tasks across core functions.
- Validated AI feasibility through data assessment, stakeholder engagement, vendor collaboration, and internal training.
- Designed and implemented AI solutions that automate routine tasks, freeing up 20% of team resources.

**SoftGroup** (End-to-End Pharmaceutical Traceability Software) | Sofia, Bulgaria

**Jan 2024 to Dec 2024**

**Project Manager**

Boosted project delivery times by 30% and client satisfaction by 10% through AI-driven project management.

- Built 5 project management tools using Generative AI, streamlining complex workflows.
- Applied agile methodologies to raise team efficiency by 20% and ensure client alignment.
- Partnered with stakeholders on scope and goals, mitigating risks through clear communication.

**Management Consultant** | Copenhagen & Vienna

**Jun 2023 to Jan 2024**

**Camping Vision** (Family Holidays, Customer Service Optimization), Copenhagen, Denmark

- Reduced Zendesk tickets by 30% through customer support optimization and data-driven insights.

**Atomic** (Premium Ski Equipment, Loyalty & Community Building) | Vienna, Austria

- Positioned Atomic as both brand and educator by creating loyalty programs and resort partnerships.

**KTM Bike Industries** (Motorcycles, Revenue Growth Strategy) | Vienna, Austria

- Outlined a €62M growth plan through EU driving school partnerships and customer incentives.

**Austrian Economic Chamber - WKO Oberösterreich** (Business Chamber, AI Adoption) | Vienna, Austria

- Enabled 5,000+ SMEs to adopt AI tools, boosting effective usage by 40%.

**Zeta Gastro** (Restaurant Management Software, Revenue Growth Strategy) | **Vienna, Austria**

- Revamped the app's communication strategy, boosting user engagement by 45% and purchases by 10%.

**Mitrend** (SaaS for IT Infrastructure Analysis) | Boston, MA

**Jun 2013 to Dec 2022**

**Project Manager (Technical Support)**

- Led 5 product launches in an agile framework, leading cross-continental engineering and design teams.
- Conducted 20+ UX studies and established communication channels with users to understand and anticipate their needs.
- Built and managed a team of 5 support engineers, ensuring efficient daily resolution of customer inquiries and issues.

### **Quality Assurance (QA) Engineer**

- Strategically prioritized roadmap features based on user feedback, achieving a 20% increase in product-market fit.
- Drove the average customer response time down by 45% by integrating Zendesk into the customer support workflow.
- Achieved a 45% decrease in post-release bugs by optimizing the QA process through agile best practices.

### **Customer Support Engineer**

- Streamlined and automated 10 repetitive processes and tasks within the support workflow, eliminating manual steps.
- Achieved an 80% reduction in customer support response time by optimizing the customer service process.
- Accomplished a 45% reduction in post-release bugs by establishing a standardized process for addressing bugs.

**Biogen (Biotech for Neuroscience & Neurological Disorders) | Boston, MA**

**Jan 2012 to Aug 2012**

### **IT Service Management (ITSM) Business Analyst**

- Cut escalations by 40% by training 50 IT support technicians.
- Drove adoption of software to 200+ IT employees by promoting cross-functional IT initiatives.
- Authored, edited, and published over 100 knowledge base articles in collaboration with the Teaching and Learning group.

**Worcester Polytechnic Institute Academic Technology Center | Worcester, MA**

**Jan 2010 to May 2013**

Student Staff Member

- Assisted in the development and maintenance of online course materials and resources.
- Conducted training sessions for faculty and students on new technologies and tools.
- Collaborated with team members to enhance the overall learning experience through technology integration.

**Worcester Polytechnic Institute Undergraduate Admissions Office | Worcester, MA**

**Jun 2010 to May 2013**

Student Staff

- Supported admissions officers in processing applications and maintaining student records.
- Engaged with prospective students and families, providing information about academic programs and campus life.
- Contributed to various outreach efforts and events to enhance the visibility of the university.

## **ACTIVITIES**

Marathon Runner (Toronto, Chicago, San Francisco, Berlin, Copenhagen, NYC, Sofia, Nicosia, Vienna)

## **EDUCATION**

**Copenhagen Business School, Copenhagen, Denmark**

**Aug 2022 to Jun 2024**

Graduate studies in Organizational Innovation and Entrepreneurship

**WU (Vienna University of Economics and Business), Vienna, Austria**

**Sep 2023 to Feb 2024**

Graduate studies in Strategy, Innovation and Management Control

**Cambridge College, Cambridge MA**

**Jan 2018**

**Master of Business Administration (MBA)**

**Worcester Polytechnic Institute (WPI), Worcester, MA**

**May 2013**

**Bachelor of Science, Management Information Systems (MIS) with Honors**

- Awarded Student Employee of the Year, April 2011