

GEORGI KARDZHALIYSKI, MBA

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PROFESSIONAL SUMMARY

Customer success and support professional with 10+ years in SaaS, known for cutting response times by 80%, training 50+ users on new platforms, and building knowledge systems that drive adoption. Experienced in enterprise escalation handling, cross-functional collaboration, and translating customer feedback into product improvements. Passionate about helping users get real value from technology.

SKILLS & TOOLS

Customer Support & CRM: Enterprise support, SLA management, escalation handling, customer retention; experience with CRM systems and support tools (Zendesk); ticketing workflows

Technical: API concepts & troubleshooting (REST APIs), SaaS platforms, QA methodologies, Agile/Scrum, AI/ML tools (Llama, GPT, Gemini, Claude), GitHub, Vercel

Documentation & Process: Knowledge base authoring, FAQ development, process improvement, training material creation, customer interaction documentation

Soft Skills: Empathy-driven communication, multi-priority management, cross-functional collaboration, team building, stakeholder management (technical & non-technical audiences)

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)

Apply structured analytical frameworks to evaluate and categorize AI model responses for safety and policy compliance through adversarial testing and red-teaming, maintaining detailed documentation of findings.

- Partner with Product and Engineering to translate safety findings into actionable model improvements.
- Analyze and categorize model responses for safety and policy compliance using Meta's taxonomy.

Advance Valuations (Multi-Asset Valuation Solutions) | Sofia, Bulgaria Dec 2024 to Sep 2025

Digitalization & Automation Officer - AI Adoption & Business Transformation

Spearheaded enterprise-wide AI adoption as the internal success owner: identified 20+ automation opportunities, trained 50+ employees, and delivered solutions that cut manual workload by 25%.

- Developed internal training materials, FAQs, and knowledge base documentation to ensure sustained adoption.
- Deployed AI-powered workflows that eliminated repetitive manual tasks, contributing to the overall 25% reduction.

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 proactive customer communication.

- Built 5 workflow tools using Generative AI, cutting project delivery times by 30% and improving client response times.
- Coordinated client requirements and engineering priorities using agile methodologies, raising team efficiency by 20%.

Consultant | Copenhagen, DK & Vienna, AT Jun 2023 to Jan 2024

Delivered strategic consulting across startups, enterprise, and SMEs.

- Enabled 5,000+ SMEs to adopt AI tools through structured training programs, boosting effective usage by 40%.
- Delivered strategic advisory to enterprise brands such as KTM Bike Industries and Austrian Economic Chamber.

Mitrend (SaaS for IT Infrastructure Analysis) | Boston, MA Jun 2013 to Dec 2022

Project Manager (Technical Support) / Quality Assurance (QA) Engineer / Customer Support Engineer

Served as primary point of contact for enterprise customers, managing complex technical escalations and delivering empathetic, accurate, and timely resolutions across a 9+ year tenure.

- Built and led a 5-member customer support team, improving response SLAs by 80% and significantly boosting CSAT scores.
- Reduced response time by 80% through streamlined support workflows and proactive issue triage, ensuring high responsiveness across multiple competing priorities.

- Documented customer interactions and synthesized feedback into actionable product roadmap priorities, bridging the gap between support and product/engineering teams.
- Contributed to 20+ UX studies and knowledge base materials, translating user insights into FAQs, guides, and process improvements that improved product-market fit by 20%.
- Led 5 product launches in an agile framework with cross-functional teams, maintaining client alignment throughout and boosting satisfaction by 15%.
- Cut post-release bugs by 45% through proactive QA and support feedback loops, demonstrating commitment to continuous service improvement.

PROJECTS

- **Anthler Hackathon Top 5 Finalists:** built a rent fairness tool helping immigrants identify whether they're overpaying.
- **Personal Portfolio:** Built with GitHub Copilot (Claude Sonnet), Gemini API, and Vercel - georgikdz.github.io
- **Lovable Apps:** Built a PDF utility tool, a running hydration tracker, and a job application tracker.
- **Build & Deploy Voice Agent Hackathon:** Practical workshop and hands-on building session for Voice AI agents.

ACTIVITIES

- **Marathon Runner:** 3/7 Abbott World Marathon Majors completed (Chicago, Berlin, NYC)
- **Additional Marathons:** Toronto, San Francisco, Copenhagen, Sofia, Nicosia, Vienna
- **Nonprofit Fundraiser:** Raised ~\$3,500 for Teach for Bulgaria via GlobalGiving, leveraging marathon running events to drive donor engagement and community support for educational access initiatives.

EDUCATION

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