

# 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

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- **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

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- Marathon Runner: 3/7 Abbott World Marathon Majors completed (Chicago, Berlin, NYC)
- Additional Marathons: Toronto, San Francisco, Copenhagen, Sofia, Nicosia, Vienna

EDUCATION

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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	