

## 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.

**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%.

- 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.

**Management Consultant** | Copenhagen, DK & Vienna, AT

**Jun 2023 to Jan 2024**

Delivered strategic consulting across travel, consumer products, mobility, and SME AI adoption.

- **Camping Vision:** Reduced Zendesk tickets by 30% through customer support optimization and data-driven insights.
- **Atomic:** Positioned Atomic as both brand and educator by creating loyalty programs and resort partnerships.
- **KTM Bike Industries:** Outlined a €62M growth plan through EU driving school partnerships and customer incentives.
- **Austrian Economic Chamber:** Enabled 5,000+ SMEs to adopt AI tools, boosting effective usage by 40%.

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

**Jun 2013 to Dec 2022**

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

- 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.

### 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