

# GEORGI KARDZHALIYSKI, MBA

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## PROFESSIONAL SUMMARY

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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. Most recently at Meta, I specialized in AI Red Teaming for Llama LLMs, delivering 200+ high-quality prompts weekly to identify logic gaps and ensure global model alignment.

## SKILLS & TOOLS

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**Product Management:** Agile/Scrum, User Stories, Sprint Backlog Management, QA Methodologies

**AI & Prompt Engineering:** Llama, GPT, Gemini, Claude; Adversarial Testing, Red Teaming

**Customer Success:** Enterprise Onboarding, SLA Management, Stakeholder Engagement, Churn Mitigation

## PROFESSIONAL EXPERIENCE

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### AI Red Teamer & Prompt Engineer— Product & Research

*Oct 2025 – March 2026*

Meta Platforms, Inc. | New York, NY

- Prompt engineered and refined 200+ high-quality evaluation prompts weekly to stress-test multimodal LLM logic, documenting numerous daily instances of unsafe behavior to improve core product safety.
- Executed rigorous red teaming to uncover novel attack vectors and cultural gaps to unify global alignment standards, ensuring robust model performance across diverse datasets.
- Translated complex technical findings and shifting safety taxonomies into actionable requirements for Engineering and Product teams, ensuring model factuality, quality, and robustness against evolving adversarial trends.

### Digitalization & Automation Officer — AI Adoption & Business Transformation

*Dec 2024 – Sep 2025*

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

- 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%.
- Served as the primary change management partner - gathering structured feedback and iterating on implementations to drive long-term adoption rather than one-time rollouts.
- Deployed AI-powered workflows and documented processes to reduce repetitive manual overhead and improve team efficiency.

### Project Manager

*Jan 2024 – Dec 2024*

SoftGroup (Pharmaceutical Traceability Software) | Sofia, Bulgaria

- Boosted project delivery times by 30% and client satisfaction by 10% through proactive stakeholder communication and structured escalation management.
- Built 5 workflow tools using Generative AI, cutting delivery times and improving client response velocity.
- Coordinated client requirements and engineering priorities using Agile methodologies, raising team efficiency by 20%.

### Independent Consultant

*Jun 2023 – Jan 2024*

Copenhagen, DK & Vienna, AT

- Delivered strategic advisory to enterprise clients including KTM Bike Industries and Austrian Economic Chamber, managing complex multi-stakeholder relationships with senior decision-makers.
- Enabled 5,000+ SMEs to adopt AI tools through structured training programs, improving effective usage by 40%.

### Technical Project Manager — Customer Support & Quality Assurance

*Jun 2013 – Dec 2022*

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

- Built and led a 5-member enterprise support team, improving SLA response performance by 80% through redesigned triage processes and structured issue prioritization across high-volume concurrent requests.

- Acted as the primary bridge between Enterprise clients and Engineering, synthesizing feedback into the product roadmap.
- Maintained deep account context across customer workflows, configurations, and sensitivities, applying that knowledge to reduce resolution times and strengthen customer trust.
- Synthesized enterprise customer feedback into product roadmap insights, partnering with Engineering on 20+ UX studies, knowledge base initiatives, and process improvements that reduced post-release bugs by 45%.
- Led 5 product launches using Agile frameworks, coordinating cross-functional teams and boosting customer satisfaction by 15%.

## SELECTED PROJECTS

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- **RaceScout:** Built an AI agent using Gemini 2.5 Flash and SerpAPI to scrape and structure marathon data.
- **Antler Hackathon Top 5 Finalist:** Built a rent fairness tool helping immigrants identify housing overpayment.
- **Personal Portfolio:** Built with GitHub Copilot (Claude Sonnet), Gemini API, and Vercel - [georgikdz.github.io](https://georgikdz.github.io)

## EDUCATION

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### Master of Business Administration (MBA)

*Jan 2018*

Cambridge College | Cambridge, MA

### Bachelor of Science, Management Information Systems - with Honors

*May 2013*

Worcester Polytechnic Institute (WPI) | Worcester, MA

## ACTIVITIES

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- Marathon Runner: 9 marathons completed including 3/7 Abbott World Marathon Majors (Chicago, Berlin, NYC); currently training for my 10th.