

IOANE KORDZADZE

Support Operations Manager · AI Automation & Internal Tools

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SUMMARY

I build the production AI tools my support team runs on: an agentic QA reviewer, a constraint-solver scheduler, and an AI-powered KPI dashboard. Then I prove they work with real numbers. Over two years at Bolt Food I was promoted twice into a people-manager role. I like owning the whole thing, from spotting the problem to building the fix to measuring the result. Everything here I taught myself, working across React, Angular, Python, and LLM tooling.

CORE STRENGTHS

- AI Automation & Agentic Workflows
- No-Code Automation (n8n, Zapier)
- Claude Skills, MCP & LLM APIs
- KPI Analytics & Dashboards
- Support Operations & Team Leadership
- LLM Orchestration & Prompt Engineering
- Process Automation & Internal Tooling
- Full-Stack Dev (React, Angular, Python)
- APIs, Integrations & Cloud Deployment

EXPERIENCE

Customer Support Manager, Bolt Food

Oct 2025 – Present | Tbilisi

- Led a 20-agent team to the best KPIs on record:** CSAT 77.9% → 86.4%, average resolution 10.3 → 1.5 hrs, first response 8 → 0.35 min.
- Raised automated ticket resolution from ~18% to ~35%** by rebuilding Bolt's AI knowledge base and pushing the gaps to HQ as tracked product fixes.
- Built an AI tool that auto-reviews support tickets:** it scores each case against the 16-point QA scorecard and drafts feedback, replacing hours of manual grading with a quick manager approval.
- Built an AI-powered KPI dashboard, now used by 30 managers across 180 agents,** cutting weekly review prep from a full shift to under 2 hours.
- Shipped a 24/7 shift-scheduler** that replaced a ~\$1,000/yr paid service and made scheduling rules repeatable instead of living in one person's head.

Merchant Operations Specialist, Bolt Food

Mar 2025 – Oct 2025 | On-site

- Ran 3P provider integrations end to end** (KFC, PSP Pharmacy, Goodwill, Fire Wok) as sole PM between HQ, vendors, and ops; flagged that KFC needed no tablets, saving ~10K GEL.
- Cut delivery delays across the provider base:** found the root cause, built a diagnostic dashboard, and drove comms to 151 providers (81.5% reached), lifting on-time cooking +35%.
- Automated monthly invoicing for 1,300+ providers** into a repeatable Excel → Braze → email pipeline, turning a full day of manual work into a routine run.

Junior Operations Specialist, Bolt Food

Jun 2024 – Mar 2025 | On-site

- Built an Invoice Generator in Google Sheets for 1,300+ providers,** working around Braze's dedup limits to lift invoice delivery to ~95% and sharply cut invoicing tickets.
- Built a SIM-billing tracker** that surfaced unrecovered charges and cut costs ~1,500 GEL/month.
- Onboarded 175+ restaurants and cleared 270+ tickets,** and trained the first new hires on the team.

Game Presenter (VIP Dealer), Evolution Gaming

Feb 2022 – May 2024

- Hosted live games for high-value international audiences under strict on-camera quality KPIs.

English Teacher (Freelance)

Jul 2020 – Jan 2023 | Hybrid

- Ran a solo tutoring practice for 23 students (ages 10–18), building a gamified progress system (points, milestones, checkpoints) that lifted motivation and retention.

AI AUTOMATION & FULL-STACK PROJECTS (BUILT SOLO)

Production tools designed, built, and deployed independently. Sanitized, runnable copies on GitHub: github.com/Plazmashock.

Klaus QA Review Cockpit · [agentic AI case-review](#)

A Node engine grabs each support case and runs scoped Claude (Sonnet) calls against a knowledge-base rubric, several in parallel with automatic retry, then sends the scores to a cockpit where a human signs off before anything is submitted. Built with a custom /klaus-review skill, an MCP config, and a launchd background service.

CS Scheduler · [24/7 shift scheduler \(live\)](#)

Auto-generates weekly 24/7 rosters with a constraint solver (Google OR-Tools CP-SAT), which replaced a ~\$1,000/yr paid service. Handles shift swaps, leave imports, and Slack, Calendar, and Sheets sync. Built with React and FastAPI on Google Cloud Run, backed by Firebase.

CS Performance Dashboard · [AI KPI & review tool \(live\)](#)

Pulls agent KPIs into Firebase with per-agent trends and team rankings, then adds AI-generated reviews (Gemini), a weighted bonus calculator, and Slack delivery. Built in Angular with ECharts and TypeScript.

Beehive Plus · [Chrome extension \(MV3\)](#)

Adds inline admin-panel context to support-case pages (comments, user ranking, refund recommendation), pulling it from IAP-protected pages through background service workers.

Also in daily use: WMS / Menu Helper (CSV/XLSX + image API), Foodly Knowledge Hub (Slack-integrated), and a 1:1 Tracker for team one-on-ones.

EDUCATION

BBA, Business Administration & Management, Business and Technology University

2020 – 2024 | GPA 3.74

Relevant coursework: IT Management, Excel for Business Analysis, Project Management, Managerial Accounting, Business Communications, Consumer Behavior.

CERTIFICATIONS

- Prompt Engineering / Working with Claude (2026)
- Career Essentials in Generative AI, Microsoft & LinkedIn (2026)
- Responsible AI: Applying AI Principles with Google Cloud, Google (2026)
- Artificial Intelligence Fundamentals, IBM (2026)
- MCP Management Training, Flowmaster.online (2025)
- Python & SQL Skill Certifications, HackerRank (2026)
- Data Analysis with Python & Relational Database, freeCodeCamp (2026)
- HubSpot Customer Service Certification (2025)
- Foundations of Project Management, Google / Coursera (2024)

TECHNICAL SKILLS

AI & Automation: Claude & Claude skills, MCP, Gemini, prompt engineering, LLM orchestration, agentic workflows, workflow automation; n8n, Zapier (webhooks, multi-step flows, API connectors)

Development: React, Angular, TypeScript, Python (FastAPI), SQL, Tailwind; Google OR-Tools; Chrome extensions (MV3); Git

Cloud & Data: Firebase (Auth, Firestore, Hosting, Functions), Google Cloud Run, Cloud Build; Looker, Grafana, Mixpanel, ECharts

Ops & Tools: Braze, Asana, Jira, Salesforce, Klaus (Zendesk QA), Slack integrations, Google Workspace

Languages: English (fluent), Georgian (native)