Lukas Dulecki

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SUMMARY

AI builder. Built an AI support desk whose agents triage alerts, find the bug in the code and escalate it to R&D, and automated key steps of support and release work. I teach colleagues to use AI and agents, and like taking an idea, breaking it into tasks, planning and building it.

EXPERIENCE

Release & Support Manager Dec 2024 – present

Shopic Technologies Inc.

- Built a support agent that takes alerts, triages them, hands them to subagents that find the root cause and the bug in the code, and escalates a Jira ticket to R&D after human approval
- Incident handling went from more than an hour of manual work to about 10 minutes from alert trigger to R&D escalation, and tickets resolved within SLA rose to about 98%
- Built Atlas, a support operations center: devices open their own tickets, an AI engineer writes the first review and routes the case, with SLA tracking, a knowledge base and a console for agent activity and budgets
- Built release agents covering metrics evaluation: old-vs-new version comparison on Mixpanel data that informs each rollout decision, plus release trends and changes
- Built a twice-daily fleet health report that sends every department the status of each device and a next step for the ones that need attention
- Set up production monitoring on Elastic 9.6, with alerts sent to the ITSM, Slack and the support agent
- Built a release management tool, with passwordless Slack or email verification for internal users, now used by 6 departments to request, track and monitor releases instead of scattered Slack announcements
- Write Linux automation scripts (device tasks, device imaging) that previously needed R&D
- Lead a team of 3 support engineers (EMEA, Americas, hardware) working alongside the AI support desk; set up and run the incident response process

Release Manager Jan 2024 – Dec 2024

Shopic Technologies Inc.

- First release manager: set up release processes, ran go/no-go meetings with Engineering, QA and Product

Technical Support Engineer Jul 2022 – Feb 2024

Shopic Technologies Inc.

- Debugged Linux systems by cross-referencing logs and system events across components to find root causes
- Won 1st place in an internal innovation contest: an ML proposal to reduce misclassified "dirty" images

IT Specialist Mar 2021 – Jul 2022

Biosense Webster (J&J)

- Sole on-site IT specialist for ~400 employees: managed Active Directory users, set up VMware machines

PC Technician, Israel Electric Corporation Mar 2019 – Apr 2020

Computer Network Administrator, Israel Defense Forces Nov 2015 – Jul 2018

SKILLS

Automation and support: Claude Code (AI agents), MCP, Linux scripting, SSH, Jira, Zendesk, Mixpanel, Elastic
Development: Python, TypeScript, Next.js / React, MySQL, PostgreSQL, Docker
Languages: Hebrew, English, Lithuanian, Russian (all fluent)

EDUCATION

Bachelor of Industrial & Management Engineering, major: Data Science 2022 – expected Feb 2027

Open University of Israel