

Uladzislau Sakalouski

Automation Technical Specialist · Minsk (UTC+3) · open to relocation · visa sponsorship needed · not open to business trips

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I work as an Automation Technical Specialist, automating user support. I analyze the flow of incoming requests, identify which ones don't require human involvement, and build solutions for them on a low-code platform using LLM agents. I design scenario logic and bring it to production on real traffic.

Before that, I worked on first-line support in English and Polish chats. I know what the request flow looks like from an agent's perspective: which questions come up repeatedly, where templates fall short, and at what point a user stops reading the response and asks for a human agent.

EXPERIENCE

01.2024 – present
2 yrs 11 mos

NDA · full-time · remote · Minsk, Republic of Belarus

11.2025 – present
1 yr 1 mo

Automation Technical Specialist

Building support automation on a low-code platform – breaking down the inbound ticket flow into repeatable scenarios and designing solutions for them, including:

- identifying which types of requests are worth automating, what building blocks the logic should be assembled from, and where the line between bot and human agent should be drawn;
- writing prompts for AI agents, as well as Python code where off-the-shelf nodes aren't enough;
- integrating internal and external systems via their APIs so scenarios work with real data instead of mock data;
- reviewing traces to pinpoint where a scenario goes off track, and adjusting the logic based on actual user behavior;
- monitoring BI dashboards to track how changes to scenarios affect the ticket flow;
- maintaining weekly reporting on scenario changes, consolidating data in Google Sheets.

Working at the intersection of user support and product development: understanding how the ticket flow is structured and translating that understanding into a working technical solution (automation).

skills: LLM agents · prompt engineering · Python · business process automation · REST API · Langfuse · Postman · JQL · Tableau · Google Sheets · reporting · Miro

09.2024 – 10.2025
1 yr 2 mos

Chatbot Automation Specialist

Automated support using a visual dialog flow builder, specifically:

- built and maintained scenarios for handling common requests;
- set up handoff to a live agent in cases automation couldn't resolve;
- analyzed conversation logs to identify phrasing that broke scenarios and adjusted them accordingly;
- tested changes against an agreed checklist before releasing to production;
- maintained weekly reporting on bot changes, consolidating data in Google Sheets.

This role gave me a practical understanding of how support automation works and sparked an interest in building it with more flexible tools.

skills: conversational AI · chatbot development · business process automation · manual testing · Google Sheets · reporting

01.2024 – 08.2024
8 mos

Customer Support Agent

Worked as a first-line chat support agent, handling the following tasks:

- responded to user inquiries in English and Polish;
- worked in internal CRM systems, managed escalations through the ticketing system and internal channels;
- handled requests requiring a high degree of answer accuracy;
- proactively wrote "quick replies" (private for personal use and public for the whole team) so recurring questions didn't need to be resolved from scratch each time.

Gained a solid understanding of what the ticket flow actually consists of and which questions recur most often – this later became the foundation for my automation work.

skills: customer support · technical support · escalation handling · written communication

11.2020 – 01.2021
3 mos

Quality Assurance Specialist · AdataSoftware RD LLC

internship · on-site · Minsk, Republic of Belarus

Wrote test cases based on requirements, performed functional and load testing, logged bugs with reproduction steps, and verified fixes. This was my first exposure to how bug and requirement management works within development and QA teams.

skills: software testing · manual testing · functional testing · load testing · test cases · bug tracking

PROJECTS

Drafos – knowledge base for design engineers
07.2023 – present

JavaScript · PHP · SQL · Docker · Linux administration

Reference materials, standards, manufacturer catalogs, and technical literature in one place, with a built-in document viewer.

Built and maintained independently, end-to-end from code to server:

- PHP and MariaDB, role-based access and admin panel, viewer for PDF, DjVu, EPUB, and watermarked video
- self-hosted server on a home NAS: nginx, Docker, mail setup, automatic certificate renewal
- Telegram bot and watchdog scripts for server monitoring, tests, and a separate dev environment

FinCalc – iOS app for currency rates and tax calculations
02.2023 – 03.2024

REST API · Swift · UIKit · MVVM · iOS development

Personal project: an iOS app for currency and tax calculations. Displays current exchange rates, locates nearby currency exchange points on a map, calculates VAT and property tax, and saves calculation results.

Built entirely independently: MVVM architecture without reactive programming, UIKit, integration with an external currency rates API and Yandex Maps for finding exchange points, UserDefaults for local storage, generics in reusable components, custom animations for the tab bar and screen transitions, and UI tests. UI built from Figma designs, with dependencies managed via CocoaPods and Swift Package Manager.

SKILLS

ai	LLM agents, prompt engineering, conversational AI, chatbot development, Langfuse
automation	business process automation, REST API
support	customer support, technical support, escalation handling, written communication
code	Python, JavaScript, PHP, SQL, Java SE, Java EE, HTML5, CSS, computer science
mobile	Swift, UIKit, MVVM, iOS development
data	database design, Tableau, Google Sheets, reporting
infra	Docker, Linux administration

qa	software testing, manual testing, functional testing, load testing, test cases, bug tracking, Postman
tools	Jira, JQL, Confluence, Miro

LANGUAGES

Russian – Native · Belarusian – Native · English – Professional working proficiency (C1) (Duolingo Score 130 · 02.2026) · Polish – Basic working proficiency (B1)

EDUCATION

2021–2024

Belarusian State Academy of Communications

Engineer, Infocommunication Systems

skills: SQL · Java SE · Java EE · HTML5 · CSS · computer science

2018–2021

Belarusian State Academy of Communications

Software Testing Technician

skills: PHP · SQL · HTML5 · CSS · computer science · database design · software testing · functional testing · test cases · bug tracking

CERTIFICATES

Postman Essential Training · Jira and Confluence Fundamentals · iOS Developer · Software Testing Introduction and Mobile Application Testing

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