# GEORGE PRANIS

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## TECHNICAL OPERATIONS | SUPPORT, ANALYTICS & AI AUTOMATION

Generalist operator who owns the work that falls between teams. Ran live ops for an MMO with 20,000+ weekly players, from servers and quick-fix PRs to analytics. Built support from zero, cut ticket volume 33% with AI automation, and saved $120K+ a year by rebuilding event tracking.

## EXPERIENCE

**CAMBRIA | Live Operations Lead | Remote | Dec 2023 - Nov 2026**

- Ran day-to-day operations for a live-service MMORPG with 20,000+ weekly players and an onchain economy with more than $200M in volume. Handled server management, shipped quick-fix PRs, and worked with engineering on product changes.
- Built the support function from zero. Selected and implemented the CRM, hired and trained staff, and established escalation paths and quality standards.
- Set up AI agent automation flows in Intercom Fin that cut support ticket volume by 33%, in an industry where support automation is hard.
- Traced analytics waste to inefficient event structures and rebuilt them, saving more than $120,000 per year.
- Created QA and incident processes that turned vague player reports into issues engineering could usually fix the same day, with documentation that helped staff hand off useful context.
- Defined tracking events and wrote the code to capture them in PostHog, then used the data to improve the product and the processes supporting it.

**D¢ENT VENTURES | Operations Manager / Co-Founder | Remote | Dec 2022 - Jan 2024**

Took software products from roadmap through contractor execution and launch, delivering 10 MVPs for clients. Launched PixelRaffle.io and ran raffles totaling $300K+ in volume.

**FLOTE | Customer Success Manager | Jan 2021 - Jan 2023**

- Built the customer support and advertiser success pipelines for an alternative social platform, from issue intake and escalation to ad customer onboarding and launch.
- Wrote acceptance criteria and best practices that turned user and advertiser feedback into clear requirements. Worked across partnerships and product/community strategy.

**ENERTRON LLC | Systems Administrator & Client Technical Lead | Jun 2017 - Jan 2021**

- Main technical contact for 300+ government and public-sector clients spanning 5,000+ endpoints, from endpoint support through networking and security.
- Managed hosted and on-site servers, software support, and service renewals, and delivered technical projects tailored to each client.

**LEET GAMING | Customer Success Lead | Jan 2016 - Mar 2017**

Helped build casino tournament and rewards programs before the company was sold to Unikrn.

**UBER | Partner Success Manager | Feb 2014 - Mar 2016**

Helped launch and scale the Detroit market, onboarding 500+ driver partners as part of Uber's expansion. Used SQL and proprietary tools to investigate complex partner issues.

**NETFLIX | Customer Service Team Lead | Apr 2012 - Feb 2014**

Managed a support team, including time sheets, coaching and training. Top CSAT in the department.

## TOOLS & PRACTICAL SKILLS

Intercom Fin · Zendesk · Freshdesk · SQL · Python · TypeScript · PostHog · PostgreSQL · APIs · Linux
Docker/Podman · GitHub · Linear · Claude Code · Cursor · Airtable · Google Workspace
Process design · Incident processes · QA/testing

## HANDS-ON AI WORK

Built ticket-proof, a tool that tests which customer support decisions an AI can be trusted to make on its own. Also run a self-hosted AI server with local LLMs that powers automations and bespoke tooling.