

• Yishai Kaminsky

Customer Success Engineering • IT Management • Applied AI

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• PROFILE

Hands-on systems engineer and IT manager with 17+ years across enterprise support, IT infrastructure, and applied AI — bridging technical operations, customer success, and AI engineering. I scope the problem with the team, architect the solution, and own the production reality. Alongside operations I build practical AI systems — agents, RAG architectures, workflow automation, and messaging-native assistants — grounded in real infrastructure, support, and security discipline.

• CORE STRENGTHS

Customer-facing depth

Years of senior support, post-sales, and implementation work at companies like Microsoft, Secure Islands, and Claroty. Real users, complex systems, strict SLAs.

IT and technical operations

Managing IT infrastructure, cloud environments, and endpoints—balancing strict security requirements with the day-to-day operational velocity of a team.

Applied AI, not demo AI

Building systems that actually help teams move faster—RAG architectures, stateful workflows, and automations—designed with strict guardrails and an operational mindset.

• INDEPENDENT & APPLIED AI WORK

TailorCV — Recruiter-facing CV tailoring system that maps job requirements to real experience while keeping AI output factual and constrained. Python • FastAPI • React • Gemini

whatsai — Messaging-native AI assistant bringing conversational workflows and automation into WhatsApp.

TypeScript • WhatsApp

Full portfolio — 40+ side projects shipped — web apps, autonomous agents, and embedded hardware. Auto-generated, live links only: portfolio.yishaik.com

• PROFESSIONAL EXPERIENCE

IT Manager • Profero

Jun 2024 — Aug 2025

Managing IT operations and infrastructure at a cybersecurity incident-response firm.

- IT management and operations oversight
- Cloud and endpoint administration for a distributed team

IT Specialist • abra

Sep 2020 — May 2024

Delivered cloud IT and security services to SMB clients — combining hands-on delivery with customer-facing work.

- Delivered cloud IT and security services to SMBs
- Managed multi-client environments and infrastructure
- Implemented security best practices across client systems

Tier 3 Support Engineer • Claroty

Sep 2017 — Oct 2019

Senior escalation engineer for an OT/IoT cybersecurity platform — owning the hardest issues end-to-end with enterprise customers.

- Tier 3 escalation owner for enterprise customers — diagnosis, fix, and post-incident follow-up
- Bridged customers and R&D on platform bugs, network issues, and product improvements
- Customer-facing throughout: status updates, root-cause writeups, and remediation plans

Support Engineer • Microsoft

Jan 2016 — Dec 2016

Top-tier support for major enterprises and Premier customers — working within strict SLAs and customer-success expectations.

- Enterprise and Premier customer support under SLA — accountable for resolution and communication
- Built an internal support knowledge center used by the team
- Helped migrate processes from a startup model to enterprise-grade support practices

Post-Sales Engineer · Secure Islands Technologies (acquired by Microsoft)

Sep 2012 – Jul 2016

Implementation and integration of data-security software at major international financial and legal institutions — long-form customer-facing engineering.

- Integration and implementation engineer at international financial and legal institutions
- On-site and remote B2B customer engineering across Israel and abroad
- Bridge between customers and the product team — software testing, feedback, escalation

• EARLIER EXPERIENCE

IT & Networks · Ajax Union Inc

Feb 2011 – Feb 2012

Hands-on IT infrastructure and network management for a US-based marketing agency.

PC & Network Technical Support · Malam

Oct 2008 – Aug 2010

Technical troubleshooting in a large government office with over 500 workstations.

PC Hardware Technician · B.H. Comtec

Dec 2007 – Sep 2008

Diagnosis and repair of hardware faults on desktops and laptops.

• TECHNICAL SKILLS

Programming Languages	Python, TypeScript, JavaScript, Kotlin, SQL, HTML/CSS
AI & Agents	CrewAI, LangChain, OpenAI API, Claude API, Google Gemini, Multi-Agent Systems, RAG
Frontend	React, Next.js, Astro, Tailwind CSS, Material UI, Jetpack Compose
Backend	FastAPI, Node.js, Express, n8n, Telegram Bot API, REST APIs
Infrastructure	Docker, Cloudflare, GitHub Actions, Traefik, CI/CD, Linux
Databases & Tools	PostgreSQL, Redis, Airtable, MongoDB, Room DB, Dify, Langfuse

Full-Stack Web Development — Elevation Academy · MCSE — Tafnitech / Open University · Hebrew: Native · English: Fluent