ORON CULZAC

Support Systems Engineer | Agent Orchestration, Planning & Coordination | Evidence-led Repair and Curated Knowledge

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SUMMARY

Support systems engineer at a European e-money institution, building systems that plan and coordinate evidence work, check outputs against sources, and improve through engineer-directed repair and curated knowledge refresh. Human authority remains explicit around consequential decisions.

EXPERIENCE

Technical Support Analyst — European e-money institution (remote) · Aug 2024–Present

- Built a shadow triage pilot that plans evidence gathering, coordinates shared evidence tools, and checks quoted values in an evidence-only brief. It does not decide the support verdict.
- Repaired incremental-index reconciliation and verified full-reload agreement on 40,590 of 40,590 vectors after two fixes.
- Built a curated knowledge refresh with changed-item review gates, source-backed status facts, and human-approved removal. It makes supersession explicit instead of inferring it automatically.
- Built an operator-run weekly corpus refresh with LLM review gates, separate search indexes, and item-level batch reconciliation. The retrieval API's JavaScript ports matched the Python reference on 20 of 20 queries at search, rerank, and presentation.
- 25 Sep 2026 evaluation: Recall@1/@5/@10: 83.73%/93.67%/96.56%, MRR 0.8823, 553 answerable of 687 cases. The sets differ, so these scores are not a like-for-like comparison.
- Historical evaluation: 389 held-constant eval cases, Recall@1/@5/@10: 91.8%/98.2%/99.5%, MRR 0.947. The source record is dated 7 Aug 2026. Its run date is unstated.

Technical Support Engineer → Software Developer — Retail IT consulting (remote) · May 2021–Feb 2024

- Supported Oracle and SQL Server integration databases, BizTalk message broker, Autosys batch scheduling, and real-time retail integrations under SLA.
- Performed root-cause analysis, impact assessment, and reporting ETL; automated routine incident actions with PowerShell and SQLCMD and documented workarounds in Confluence.
- Progressed into Software Developer work: gathered requirements; produced solution and functional design documents; supported testing, deployment, go-live, post-deployment support, and CAB change control with Asia and Europe teams.

SELECTED PUBLIC WORK

Eye on Vietnam · blog.oronculzac.com
Public regulatory tracker with a source register, methodology, and corrections record.

SKILLS

Agent orchestration · Planning · Coordination · Evidence-led repair · Curated knowledge refresh · Retrieval evaluation · MCP/API integrations · Read-only evidence tools · SQL · Oracle · SQL Server · n8n · RAG · GitLab · Graylog · Sentry · PowerShell · BizTalk · Autosys · Confluence · Root-cause analysis · SLA operations

EDUCATION

MSc, Information Science and Information Technology — RUDN University, Moscow (2019–2021)

BSc, Information Technology — RUDN University, Moscow (2013–2017)

CERTIFICATIONS & LANGUAGES

CompTIA A+ · CIW Professional · English (native) · Russian (professional)