

# Avi Kaner

AI systems builder, customer operations roots

## SUMMARY

I build AI automation systems end to end. Seven years on the customer operations side at Payoneer, Fiverr, Bancor, and stake.link gave me the lens I now build from: what real users actually need when they meet a system. Today I direct Claude Code and Codex as my primary development motion. I ship agent stacks, RAG systems, knowledge layers, multi service orchestrators, and observability pipelines. I am comfortable in the seam between business problem and working software, and I treat that seam as the job.

## EXPERIENCE

### AI Systems Builder, Ottomatt

2025, Present

Ottomatt, Israel. AI automation platform for Hebrew speaking SMBs **POC**

- Own the full stack as the primary builder: 15+ microservices, tenant isolated Postgres with forced row level security, Hebrew first WhatsApp surface, automated research pipelines, agent self improvement feedback.
- Shipped Noa, a humanized Hebrew agent with vertical specific prompt graphs (beauty salons, clinics, retail) and low confidence escalation paths to human operators.
- Wired Langfuse, OpenTelemetry, and Prometheus for per turn agent tracing. Every conversation observable, every decision auditable, every performance gap debuggable.
- Built MCP servers on both sides: one exposes Ottomatt tools to external Claude and Codex agents, another runs mechanical quality gates (output linting, PDF verification, deploy proof) that block delivery on recurring failure modes.
- Development motion: AI directed. **2,300+ Claude Code sessions per month, 690K agent messages, every day active.**

### AI Support Intelligence Platform

Built from scratch

Standalone knowledge system for AI agents **POC**

- Full stack working knowledge system: document ingestion, RAG retrieval with semantic search, 68 branch decision graph, multi tier escalation, SLA monitoring, predictive analytics.
- 150+ API endpoints, 26 step nightly re embedding pipeline, three self learning feedback loops.
- Technical overview PDF available on [avi.ottomatt.co.il](http://avi.ottomatt.co.il).

### Operations and Agentic Analytics

Jan 2023, Present

stake.link, remote. DeFi liquid staking protocol

- Built the SDL MCP server: 15 on chain tools exposed to external AI agents (Chainlink oracles, Morpho vaults, LinkPool subgraph, staking pool state) with cached reads and block level provenance. Live at [stakedotlink.money/agents](https://stakedotlink.money/agents).
- Shipped JustAnotherJay, an English DeFi chatbot with RAG over protocol documentation, prompt injection filters, confidence tier auto calibration, and tone matched repair moves. Live at [stakedotlink.money/LLM](https://stakedotlink.money/LLM).
- Community operations across Discord and Telegram, analytics dashboards spanning on chain and off chain signal, community question capture pipeline feeding docs and product.

## Head of Customer Experience

Dec 2020, Dec 2022

### Bancor, Tel Aviv. DeFi protocol, 50K+ users

- Owned multi channel support across Zendesk, Discord, and Telegram through 10x user growth.
- Designed escalation workflows, routing rules, and macros that scaled with the protocol.
- Built the knowledge base content model and CSAT loops. Turned recurring support patterns into product requirements that shipped back into engineering.
- Cross functional collaboration with engineering, product, and community. This is the school that taught me what knowledge systems actually need to look like from the consumption side.

## Customer Operations

2019, 2020

### Fiverr, Tel Aviv. B2B freelance marketplace

- High volume B2B SaaS support. Dispute resolution, fraud analysis, complex case management at marketplace scale.
- Process improvement on recurring patterns. Contributed to knowledge base and response playbooks that scaled across the team.

## Customer Operations

2017, 2019

### Payoneer, Petah Tikva. Enterprise cross border payments

- Tier 2 support on an enterprise payments platform. Disputes, fraud investigation, cross functional process improvement.
- Knowledge base development and macro design for high volume inbound. Gateway case management for enterprise merchant partners.

## CURRENTLY

### VLU ADVANCE PROGRAM (TEL AVIV), 2026

Leadership course for young managers and entrepreneurs in Israel. Practical management frameworks, a peer cohort of operators, and access to senior executives, paired with depth and values from Jewish wisdom on leadership. I am there to sharpen the business and product side of how I build AI tools.

## WHAT I BRING

AI directed development (Claude Code, Codex)	Customer experience at 50K+ user scale
Agent observability (Langfuse, OTEL, Prometheus)	RAG pipelines and semantic search
Prompt engineering	Knowledge system architecture
LLM orchestration	MCP servers (client and server)
Multi tenant architecture	TypeScript, Node, Hono
Python	PostgreSQL with pg_vector and RLS
Redis, BullMQ	Docker, EC2, Caddy
WhatsApp Cloud API	Hebrew (native), English (fluent)

Seven years on the customer side. A year and a half of directing AI to serve them.

MAY 2026