

# ROK JURŠE

## AI-Enabled Technical Customer Professional | B2B SaaS Customer Success, Implementation & Technical Sales

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[linkedin.com/in/rokjurse](https://www.linkedin.com/in/rokjurse) | [pokitechzone.com](https://pokitechzone.com) | [github.com/p0ki](https://github.com/p0ki)

### PROFILE

B2B customer-facing professional with 10+ years owning corporate accounts, driving platform adoption for 1,500+ users, and delivering technical support across 250+ fleet units. Proven in onboarding, escalation management, demos, training, and translating customer needs into actionable requirements for product and engineering teams.

Strong differentiator: hands-on AI fluency. Proficient with Grok, ChatGPT, Claude, Claude Code, Codex, cloud and local LLM workflows, AI agents, custom MCP/tool integrations, skills, plugins, and automation. I use prompt-driven development, multi-model workflows, and agentic setups to turn messy business problems into working software, internal tooling, and efficient processes.

### BEST FIT ROLES

Technical Account Manager	Customer Success Manager / Engineer	Implementation / Onboarding Specialist
Solutions Consultant / Technical Sales	AI Operations / Enablement	Product Support / Technical Support

### CORE STRENGTHS

**B2B Account Ownership:** 20+ corporate accounts, 20+ multi-year relationships, high retention through proactive support.

**Technical Delivery:** First-line and escalation support for app access, payments, vehicle access, operational incidents; translate vague issues into reproducible specs and requirements.

**AI Proficiency:** Advanced use of Grok, ChatGPT, Claude, Claude Code, Codex; build AI agents, custom MCPs/skills/plugins, local LLM workflows, and automations.

**Enablement & Translation:** 15+ demos/trainings; onboarded 1,500+ users and trained 25+ employees; convert customer pain into docs, workflows, and shipped solutions.

**Operations Leadership:** Coordinated 10-15 person teams and improved support, onboarding, logistics, and service-quality workflows.

### PROFESSIONAL EXPERIENCE

#### B2B Account Manager & Technical Customer Success Lead

*Avant Car / A2Go - Corporate car-sharing, fleet management & mobility SaaS platform*

Feb 2016 - Present | Maribor, Slovenia

- Own end-to-end relationships with 20+ corporate B2B accounts, including owners, directors, and fleet managers, maintaining long-term partnerships through proactive engagement and rapid issue resolution.
- Led onboarding and adoption for 1,500+ users, including account setup, provisioning, training, documentation, and ongoing success support.
- Serve as primary technical escalation point for 250+ vehicles/fleet units, resolving platform issues across mobile app access, payments, vehicle access, and operational incidents.
- Translate customer issues into clear reproduction steps, business impact, expected behavior, and actionable requirements for product and engineering teams.
- Delivered 15+ demos, presentations, and training sessions; contributed to acquiring 20+ new business partners/customers through product explanation and relationship building.
- Coordinated daily operations and trained a 10-15 person branch team on workflows, customer communication, and service-quality standards.

#### Drywall Construction Technician

*Gordi d.o.o.*

Jan 2015 - Jan 2016 | Slovenia

- Independently delivered residential and commercial projects, building precision, reliability, ownership, and practical problem-solving skills.

### AI, LLM & AUTOMATION EXPERIENCE

- Multi-model proficiency: advanced use of Grok, ChatGPT, Claude, Claude Code, Codex, and local LLM workflows for requirements analysis, planning, code generation, debugging, testing, documentation, and automation.
- Agentic and tooling workflows: build and use AI agents, custom MCP/tool integrations, model skills, plugins, and multi-step workflows with external tools such as GitHub, browser automation, and search/research tools.
- Production impact: built and maintain Avtoprem, a production dealership management system, using AI-assisted and Claude Code workflows to replace manual business processes with digital operations.
- Prompt-driven delivery: define problems, constrain outputs, review code, test behavior, iterate, document decisions, and ship practical business solutions.

## SELECTED PROJECTS

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### **Avtoprem - AI-Assisted Dealership Management System**

*Production Business Application | Claude Code / Codex / ChatGPT / Grok | Laravel | Vue.js | PostgreSQL | Docker | Git*

- Built and maintain a live ERP/web platform for a family automotive business, migrating from spreadsheets to real-time inventory, sales tracking, CRM-style customer records, expenses, reporting, and a 4-language customer-facing site.
- Used agentic AI workflows - multi-model planning, Claude Code/Codex-assisted implementation, custom agents, MCP/tool workflows, testing, debugging, and SEO iteration - to deliver a working production system.

### **Claude Code Skill / MCP Tooling Project**

*GitHub: [github.com/p0ki](https://github.com/p0ki)*

- Built a Claude Code-related skill/MCP/tooling project and reusable patterns to improve AI-assisted development, model-tool interactions, and repeatable agent workflows.

### **Home Lab & Smart-Home Infrastructure**

*Unraid | Docker | VLANs | VPN/Tailscale | Home Assistant | ESPHome | Monitoring*

- Self-hosted segmented network with Dockerized services, IoT automations, remote access, and monitoring; used daily for testing, learning, and practical infrastructure troubleshooting.

### **TryHackMe - Cybersecurity Practice**

*Username: PokiBalboa | 250+ rooms | 23 badges | Top 1% globally, rank #17,619*

- Hands-on practice across Linux, Active Directory, network security, web pentesting, OSINT, Wireshark, nmap, Burp Suite, Metasploit, OWASP Top 10, defensive security, and privilege escalation.

## TECHNICAL & BUSINESS TOOLKIT

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**AI / LLMs:** Grok, ChatGPT, Claude, Claude Code, Codex, local LLM workflows, AI agents, custom MCPs/skills/plugins, prompt engineering, agentic workflows.

**Customer / SaaS:** Onboarding, technical support, demos, training, stakeholder management, requirements gathering, product feedback, account ownership.

**Infrastructure:** Linux, Docker, Unraid, VLANs, VPN/Tailscale, firewalls, Home Assistant, Git.

**Development:** PostgreSQL/SQL, Laravel/PHP, Vue.js, REST API concepts, AI-assisted full-stack iteration, debugging, documentation.

**Security:** Network analysis, pentesting fundamentals, OWASP Top 10, OSINT, Linux/Active Directory basics, hardening mindset.

## CERTIFICATIONS, EDUCATION & LANGUAGES

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- Anthropic / AI learning: Claude Certified Architect, Foundations (in progress); Building with Claude API; Model Context Protocol; Agent Skills.
- Coursera: Wireshark for Basic Network Security Analysis; Microsoft Cybersecurity Analyst Professional Certificate (in progress).
- TryHackMe: 250+ rooms completed, 23 badges, Top 1% globally, rank #17,619.
- Bachelor's Degree, Intelligence & Security - University of Maribor, Faculty of Criminal Justice and Security (2007-2014).
- Languages: Slovenian (Native); English (C2, professional/technical); Serbian & Croatian (Conversational/Professional Working).