Leonard Lukáč

People & Operations Manager · AI-first builder

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Full story, projects and what my day looked like: **leonardlukac.sk**

PROFILE

People and operations manager with eight years at AT&T, from frontline support to leading a 15-person team. Creative, direct and proactive: I solve problems with data and hand routine work to AI.

KEY ACHIEVEMENTS

- **3× manager of the year, AT&T Summit**, an award for the top 1% of AT&T performers worldwide.
- **Best-performing department** in a division of ~70 teams across 4 European centres, built together with my team.
- **Supervisor of the Year, AT&T Europe.**

EXPERIENCE

AT&T Global Networks, Košice

2018 – Apr 2026 · 3 promotions in 2 years

L1 Manager – Technical Customer Service

2020 – Apr 2026

- Led a team of 15; from 2022 in CSI, the line that onboards new customers. Continuous hiring, onboarding and coaching.
- Six months as hiring manager: 200–300 candidates, built a hiring curriculum adopted by other centres.
- Built a training curriculum and trained ~100 new hires; KPI analysis and reporting to leadership.

Supervisor → Team Lead

2019 – 2020

- Selected from ~30 candidates. Trained new agents and led the pilot of a new Credit & Collections department.

Staff Associate – Customer Service

2018

- Technical support for US customers by phone, in English.

Respite – co-founder

2017

Eco fashion brand and e-shop, launched in Slovakia after studies in Denmark.

BUILT

- **Interactive PowerPoint + AI game** for team motivation, requested by 3 other AT&T centres
- **@marketingvovrecku**, Instagram brand with an automated content pipeline
- **AI portfolio assistant**: Trading 212 API connected to Claude
- **Excel → Outlook automation** of a repetitive scheduling task

EDUCATION

- **MBA – Leadership & Management**, Cambridge University, Prague · 2023
- **AP – Marketing Management**, UCN, Aalborg, Denmark · 2015
- **Digitálna univerzita**, digital marketing programme · 2026

SKILLS

- **Tools:** Claude, Excel / Sheets, PowerPoint, Canva
- **Languages:** Slovak (native), English (fluent)

Available immediately

More about me: **leonardlukac.sk**