

Laszlo Papp

Senior Staff Software Engineer · Product Architect

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Engineering leader with **18+ years** of experience, the last twelve building and running **Zendesk's voice and real-time communication platform**. I lead a group of engineers through roadmap planning, large-scale reliability work, and critical incidents — while staying hands-on with the systems: telephony, streaming event buses, and the cloud infrastructure underneath. Currently focused on **AI-driven engineering productivity**, bringing coding agents and LLM tooling into everyday development work. Off the clock I build and run my own projects — vfeed.app and a WireGuard-powered home network.

EXPERIENCE

Senior Staff Software Engineer, Group Tech Lead (Product Architect) · Zendesk

2022 — present

Dublin, Ireland · at Zendesk since 2014

Technical leader for the group that owns Zendesk Talk's voice and communication infrastructure end-to-end: core telephony provider integrations, real-time transcription, streaming event buses, and the reliability of high-volume real-time traffic across regions.

- Currently building the **Voice AI agent** product — an AI agent that resolves customer issues autonomously over the phone, launching in 2026.
- Led technical roadmap planning and execution, aligning long-term architectural initiatives with business objectives across multiple teams.
- Spearheaded adoption of AI-driven development practices — introduced terminal-based coding agents and LLM tooling to automate routine developer workflows and expand team capacity.
- Directed integrations with third-party vendors and external AI/QA platforms, navigating high-stakes vendor negotiations through to smooth feature delivery.
- Drove cloud cost optimization: rightsized caching fleets and migrated services to more efficient environments; cut deployment bottlenecks and streamlined test pipelines.
- Defined SLIs and SLOs for the voice platform and ran error-budget oversight, using them to balance reliability investment against feature delivery and to keep customer-facing SLAs met.
- Overhauled the monitoring and alerting strategy around the RED method (rate, errors, duration), improving signal quality and cutting time-to-detection for production issues.
- Central role in Sev 1–3 incident management — led retrospectives on deployment, event-bus, and caching failures and turned them into remediation that reduced recovery time.
- Managed security and compliance work: migration of secrets to an enterprise vault, credential rotations for telephony and external integrations, and proactive vulnerability remediation.

SKILLS

LEADERSHIP

- Tech roadmaps
- Incident command
- Mentoring
- Vendor management
- Delegation

PLATFORM

- Voice / telephony
- Kafka
- Event streaming
- Real-time transcription
- Caching

CLOUD & OPS

- AWS
- Cost optimization
- CI/CD
- SLI / SLO / SLA
- Error budgets
- RED monitoring
- Observability
- Secret management
- Chaos engineering

CODE

- Ruby / Rails
- Go
- C++
- JavaScript
- SQL

Engineer → Tech Lead → Staff • Zendesk

2014 – 2022

Dublin, Ireland

Joined the Zendesk Talk team as a software engineer and grew through five promotions to group-level technical leadership, delivering highly reliable features and hardening the voice infrastructure.

Staff Software Engineer, Group Tech Lead

2020 – 2022

Staff Software Engineer, Tech Lead

2019 – 2020

Senior Software Engineer, Tech Lead

2018 – 2019

Senior Software Engineer

2017 – 2018

Software Engineer

2014 – 2017

Software Engineer • SumUp

2013 – 2014

Dublin, Ireland

- Owned architecture and full-stack implementation of the email and SMS sending service.

Software Developer • Isobar

2012 – 2013

Ireland

- Built service APIs and Facebook applications with Ruby on Rails.

Developer Lead, R&D • BalaBit IT Security

2008 – 2012

(acquired by One Identity)

Budapest & Veszprém, Hungary

- Launched the company's new R&D center in Veszprém: hired and trained the team and built up its scrum-based development process.
- Designed the architecture of a new security product; implemented SSH, VNC, and RDP audit replay engines and an SSH command-detection / intrusion-detection subsystem in C++.
- Earlier, as software developer: built audit replay engines (SCP/SFTP, Citrix ICA, RDP, X11) for the Zorp firewall's audit player, and search/ORM layers for Syslog-ng Store Box and Shell Control Box.

Founder & community work

2006 – 2015

- Shade Workshop** — founded the startup community of Veszprém, Hungary (2013 – 2015).
- Veszprém Technology Meetup** — launched and organized the local developer meetup (2011 – 2014).
- Bonanza Team** — R&D projects: shortest-path routing on dynamic public-transport graphs, a Pomodoro-inspired goal tracker, and a code review tool (2006 – 2012).

AI TOOLING

Coding agents

LLM workflows

AI/QA platforms

EDUCATION

MSc, Computer Science

Eötvös Loránd University, Budapest

2002 – 2009

Five-year program designer mathematician degree (started before the BSc system in Hungary) — computer science built on a rigorous pure-mathematics foundation, covering programming theory, algorithms, and the design of large software systems.

Management Essentials

Harvard Business School Online

2023

Case-based course on the practice of management: decision-making, implementation, organizational learning, and change management.

Effective Business Communication

UCD Professional Academy

2022

Professional Academy Diploma on workplace communication — clear writing, presenting, and influencing across teams and stakeholders.

Fazekas Mihály Gimnázium

Budapest

1996 – 2002

Hungary's strongest secondary school in mathematics — its special mathematics program has produced generations of International Mathematical Olympiad medalists.

PUBLICATIONS

Chaos Engineering comes to Ruby

Kafka on Ruby

AWARDS

IHBA Bright Idea Award

1st place

LANGUAGES

Hungarian

native

English

full professional

Italian

elementary

PERSONAL PROJECTS

vfeed.app

YouTube RSS reader — follow channels as clean, chronological feeds and watch without the recommendation algorithm.

Lucie

Ruby on Rails-inspired MVC framework for building terminal applications in Ruby — controllers, views, and routing for the console.

FluShot

Chaos-engineering gem for Ruby applications — injects failures and latency at runtime to verify resilience before production does.

AI Sites.org

Curated directory of AI tools and services; currently being migrated to new hosting.

Terminal IDE — tmux & Neovim plugins

A suite of plugins — tmux-which-key, git-select-branch, and others — that turn tmux and Neovim into a complete keyboard-driven IDE in the terminal.

Home network & VPN

Self-hosted home network built on a WireGuard VPN, plus a Tailscale-style proxy app for secure remote access to home services.

Beedzy

Language-learning app for Android and iOS — founded and ran it from 2015 until it was discontinued in 2020.

BEYOND WORK

Family

Proud father of two kids.

Tennis

Playing since age 6 — winner of Irish tournaments, and a former kids' tennis coach.

Woodwork & joinery

Hand-built my own garden shed from the ground up.

Music & spirituality

Lifelong love of music and an ongoing spiritual practice.