

LUKA MENG

AI & Automation Specialist

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Project portfolio: lukameng.com

Unlimited right to work in France · English: Native · Mandarin: Native

Builder-operator who ships internal AI tools and automation systems that transform how teams work. Make · Bland.ai · Botpress · React/Firebase · Salesforce. Harvard MEd, ESSEC MBA. Proven at identifying operational bottlenecks, building production solutions, and driving cross-functional adoption from prototype to company-wide deployment.

EXPERIENCE

AI & Automation | Sales Operations · [École Ducasse](#) · [Sommet Education](#) · Paris

Oct 2025 – Apr 2026

Sommet Education Group — 5 institutions, 20+ campuses globally (Glon, Les Roches, École Ducasse, Invictus, Indian School of Hospitality)

- **AI voice agent:** Prototyped AI voice agent (Bland.ai) replacing a 3-touch multichannel outreach cycle (10–30 min/lead) with ~1 min automated call; language detection, scoring, and booking link delivery via WhatsApp/email.
- **Pipeline automation:** Built Make automation replacing a 5–10 min/lead manual workflow (Salesforce review → AI-personalized email → Outlook send → call logging); 215–455 hrs/month projected savings across 7 staff. In active use; pending full-team deployment.
- **Shipped product:** Built and shipped a production React 19/Firebase visitor management app replacing paper check-in; QR self-check-in, multi-device sync, live PAX dashboard. School's standard tool for all intake events. 200+ visitor records.
- **Sales process redesign:** Redesigned interview and campus visit workflows (programs up to €67k) from ad-hoc email chains into structured pipeline stages with self-service booking, Power Automate dashboards for handoff visibility, and standardized feedback so interviewing became delegatable to regional teams.
- **Process automation:** Engineered Power Automate pipelines for document parsing and auto-generating PDF interview reports; saving 10–15 min per affected lead.

Founder & Operations Lead · [Maoge Consulting](#) · Remote

Jun 2020 – Sep 2025

- **Pipeline & ops:** Built and operated full revenue pipeline across 100+ international clients (deal sizes €100–€6k, peak revenue ~€70k/year); designed CRM workflows and intake SOPs in a custom Feishu database; managed deal tracking from lead to delivery.
- **Team leadership:** Managed cross-functional team of up to 10 contractors; designed QA processes and delivery standards ensuring consistent output across all client accounts.
- **Internal tooling:** Built operational tools across the client lifecycle: AI editing SOPs and a custom GPT for scalable team feedback, Coda workspace with AI-powered note extraction into structured checklists, automated pricing calculators, and conditional-logic checksheets for workflow gating.

MBA Internship · Digital Project Manager · [L'Oréal](#) · [Global HQ](#) · Paris

Jul – Sep 2023

- **Digital ops:** Managed content operations and user adoption strategy for the My Beauty Club retail education app (EMEA region); built Excel KPI models and generated monthly performance reports for brand teams.

Operations & Teaching Team Lead · [New Oriental Education & Technology Group \(NYSE: EDU\)](#) · Beijing HQ

Mar 2018 – Jul 2020

China's largest private education company — 75 schools, 1,300+ learning centers nationwide

- **Performance ops:** Co-managed 40-member team; designed point-based performance tracking system with weighted Excel scoring models across multi-factor behavioral data to drive QA and coaching decisions; launched new course products to market.

SKILLS

AI tools	Claude Code · Cursor · Codex · Google Antigravity · LLM APIs · Gemini · AI Studio · OpenClaw · Claude skills authoring
Automation	Make · Zapier · Power Automate (incl. AI Hub) · n8n
CRM & pipeline	Salesforce (Sales Cloud — pipeline management, lead routing, SOQL, stage governance, workflow automation, reporting)
Development	React 19 · TypeScript · Firebase/Firestore · Tailwind CSS · HTML/CSS · Python · Streamlit · SheetJS · GitHub · WSL · PowerShell
Infrastructure	Linux VPS (Hetzner) · Docker · systemd · cron · Cloudflare Tunnel · SSH · Bash
Data & analytics	SQL · Advanced Excel · Power BI · Tableau
Productivity	Notion · Coda · Clay · Mem.ai · Feishu/Lark · Airtable

EDUCATION

Harvard University · M.Ed., Education Leadership, Organizations & Entrepreneurship	2025
MIT · Media Lab · AI Venture Studio (cross-registered via Harvard)	2024
ESSEC Business School · Global MBA · Top 3 in France	2023
Washington State University · B.A. Business Administration, Finance · 4-year degree in 2 years	2014