Artem Shishkin • Software Engineer

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Summary

Focused on solving business problems by building automation workflows and integrations with multiple systems - including LLMs - for automating internal processes and repetitive tasks.

Actively explore AI tools and apply them both during development and in working production apps. Experienced in prompt engineering and the RAG-based approach.

Strong background in monitoring, log and data analysis, troubleshooting, with hands-on experience in DevOps practices and SRE (e.g. CI/CD pipelines, Docker).

Self-learned, highly motivated, passionate about hands-on experience and continuous learning of new tools and technologies. Results-oriented and focused on customer satisfaction.

Skills summary

·   **Languages**: Python
·   **Python frameworks & modules**: FastAPI, Flask, uv, httpx, asyncio, pydantic, pandas, matplotlib, tesseract
·   **AI**: RAG, LLM's API
·   **Databases**: PostgreSQL, Redis, MongoDB
·   **DevOps**: Linux, Docker, GitLab CI, cUrl, K8s Dashboard & Helm Values, Rancher, Keycloak, HashiCorp Vault, Networks
·   **SRE**: Graylog, Splunk, Grafana, Prometheus, ELK, VictoriaMetrics, Vector
·   **Frontend**: HTML, CSS, JavaScript
·   **Other tools**: N8N, Git, Jira, Confluence, Bitbucket

Experience

Software Engineer, Home Credit International, Remote   Dec 2023 – Present
Home Credit International is a global consumer finance provider focused on emerging markets, with over 100 million customers across 9 countries

Working as a solo developer: design, build, deploy, and maintain internal apps from scratch to production for multiple teams and stakeholders across the company, using both code and low-code approaches (primarily Python, recently N8N).
Apps are:
·   Integrated with various internal systems and services via Keycloak-based authentication
·   Connected to internally deployed open-source LLMs and vector DB (for applying the RAG approach)
·   Include custom logging, metrics, Grafana dashboards and alerts
·   Containerized in Docker and deployed via GitLab CI pipelines with Vault-managed secrets
More info about the apps I am working on in the "Projects" section

Site Reliability Engineer, Home Credit International, Remote   Jun 2019 – Nov 2023

·   Maintained a high-load, cross-platform banking application consisting of 40+ microservices running in Kubernetes (production and test environments)
·   Installed updates and managed microservice configs, Helm values, Vault secrets, and network access rules
·   Used CI/CD tools such as GitLab Pipelines and Jenkins jobs to automate deployments
·   Analyzed logs and metrics using Splunk, Graylog, Kibana, and Grafana
·   Built proactive monitoring (dashboards and alerts)
·   Performed SQL queries in Oracle and PostgreSQL DB's for troubleshooting and data analysis
·   Worked within Agile frameworks including Scrum, SAFe, and Kanban

Technical Support Engineer, Tinkoff Bank, On-site (Moscow, Russia)   Jun 2017 – May 2019
Tinkoff Bank is one of the world's largest neobanks with no physical branches and a strong focus on digital services

Projects

•   **Automated Ticket Resolution App**
   -   Integrated with the Service Desk to fetch, parse, and analyze ticket descriptions, logs, and screenshots
   -   For non-typical cases, finds relevant documentation about the process and used API methods in a vectorized knowledge base, searches for them in Graylog logs, detects the root cause of the user's problem and auto-publishes a solution in the ticket

- Solves ~15% of tickets automatically, including the auto-publishing of validated solutions directly into the ticket system
- Saved an estimated 160+ hours of support engineer time monthly, enabling the team to focus on complex, high-priority incidents

- **Task Summarizer**

  Intended to be used as a no-code AI tool by anyone in the company:
  - Listens to task update webhooks and retrieves task data
  - Selects a prompt from a dynamic catalog based on task type
  - calls an LLM to generate structured summaries or conclusions, which are posted back into the ticketing system

  Especially useful in analyzing mass IT incidents and automatically drafting post-mortems, root cause analysis, and prevention recommendations.

- **Task Validator**

  Retrieves a Jira task for installing a release update and checks whether it is ready to be deployed.
  It performs the following validations:
  - Verifies that the current production build image exists in the registry (to allow rollback if needed)
  - Checks that the new build image specified in the task exists in the registry
  - Confirms that the new build version has been fully tested on the required test environments

  Then, it generates a dynamic step-by-step release plan, which includes:
  - Steps to prepare before the release
  - Steps to deploy the new version
  - A list of useful resources to check right after the new version is deployed (e.g., links to logs, dashboards)
  - Rollback instructions in case something goes wrong

  This tool reduced the release preparation time from over 20 minutes to just a few minutes per task.

- **Service Desk Reporting Tool**

  Improves visibility into support team performance and provides clear insights into ticket classifications:
  - Aggregates ticket data in real time and stores it in a database
  - Generates daily, weekly, and monthly reports with CSV exports and pie chart visualizations
  - Automatically sends reports to stakeholders via corporate messenger and email groups

  In addition, the exported reports are analyzed by an LLM, which generates summary and suggestions for improvement and highlights the most problematic areas in the services supported by the team

- **Apps Stores Ratings & Reviews**
  - Collects and analyzes ratings & reviews from multiple stores (App Store, Galaxy Store, App Gallery, etc.) for many company's apps
  - Generates metrics for Grafana dashboards
  - Sends automated alerts to stakeholders when app ratings begin to decline

Certificates

· Back End Development and APIs (freeCodeCamp) | CERTIFICATE   July 2023
· JavaScript Algorithms and Data Structures (freeCodeCamp) | CERTIFICATE   February 2023

Education

Specialist, Marketing, Russian State Social University, On-site (Moscow, Russia)   Sep 2007 – Jul 2012