Artem Shishkin • Software Engineer

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About

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.

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 can be found 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

· Provided technical support for high-load investment services (web and mobile apps)
· Investigated and resolved customer issues via the Service Desk
· Escalated critical issues and product improvement suggestions to product teams
· Collaborated with developers to troubleshoot and resolve complex cases

Customer Support Specialist, Tinkoff Bank, On-site (Moscow, Russia)   Oct 2012 – May 2017

· Delivered customer service and support via phone, chat and email
· Handled complaints and provided solutions with a focus on customer satisfaction
· Assisted VIP customers with high-priority requests

Education

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