RUBEN KHACHATRYAN

**CEO and founder of Instepanavan Developlment Foundation,
CEO and founder of powered-by.love startup company**

Master of Science in Computer Science | altMBA by Seth Godin

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SUMMARY

*I am seeking to leverage my extensive experience in software development and engineering management in an engineering leadership role. I am passionate about creating effective processes, promoting continuous improvement, and fostering a collaborative remote work environment. My values are **people**, **flexibility**, **ownership,** and **trust delegation**. My empathetic nature helps me better understand software developers and managers, and ensure effective communication with clients.*

I am a proactive professional with a proven track record in managing remote teams and solving technical and people-related challenges. Throughout my career, I've mentored and guided 20 software engineers in their professional growth and managed 20+ projects across 7 teams.
I am a passionate supporter of Open Source software and the concept of decentralization; I operate two self-hosted Mastodon servers.

*As a decentralization enthusiast, I moved from the capital to a smaller community and have since been an active member of my local community. I have co-founded the **Instepanavan Development Foundation** (previously a civic initiative), which designs and implements projects empowering local youth, promoting sustainability, talent cultivation, relocation, and green living. Since 2019 I have been conducting free programming classes for individuals aged 14 and above; 4 of my students have already found IT jobs.*

EXPERIENCE — 12 YEARS / REMOTE WORK EXPERIENCE — 6 YEARS

2020 - 2023 | **Head of Engineering The Software Development Company - UAE, Remote**

Company

"The Software Development Company" is a remote-first organization that delivers digital transformation tools to corporate and government clients. The company focuses on providing premium solutions tailored to the specific needs of customers from the Arabian Gulf region. The focus is on creating custom CMSes, Dashboards, Security systems, Biometric Authentication systems, and Forensics systems.

Role

Head of Engineering - JavaScript, Java, PHP stack

- I reported directly to the CEO and COO, **managing a team of 15**. My core responsibilities included designing architecture and infrastructure, introducing engineering practices, and enhancing documentation. I also interfaced with clients to understand their requirements, subsequently turning those into technical specifications. During the hiring process, I actively conducted open-book coding interviews and led the growth of engineers. My hands-on skills enabled me to quickly jump in and assist in situations when projects were on super tight deadlines.

Achievements

- I've established effective communication through an introduction of documentation and communication within teams by
  - Swagger/OpenAPi | UML Diagrams
  - Written technical documentation (Markdown files and Confluence)
  - Asynchronous communication protocols
- I have successfully set up Branching, CI/CD, and containerization practices within the company. **Created a technical handbook for all internal software** development processes.
- **Created a software engineering career path** for the company.
- Created and conducted architecture for 7 complex software systems consisting of database, back-end servers, front-end servers, load balancers, builders, data and build pipelines, etc. **Example**.
- I have successfully mentored and guided **6 engineers**, supporting their growth and success in the field of software engineering.

2018—2020 | Software Architect at [Trilogy](#) / ESW Capital Texas, - USA (Remote)

Company

Trilogy is a software company based in Austin, Texas. With more than 5000 employees it specializes in software products for Global 1000 companies, especially in the automotive, consumer electronics, and insurance agencies. Its clients include Ford Motor Company, Daimler-Chrysler, Nissan, Goodyear, Prudential, Travelers Insurance, Gateway, and IBM.

Role

As a Software Architect, **I had 6 direct reports and** my primary role involved designing and architecting projects, establishing best development practices, and actively participating in development activities.

Worked on companies/projects like

- **Kayako**
  In my role, I have successfully managed project takeovers and handovers of the project, created technical documentation and handbooks, handled bug fixes and hands-on development, and established CI/CD processes.
- **Crossover internal**
  I actively participated in research projects focused on support automation and issue tracking. Upon project completion, we successfully identified the root causes of issues and proposed effective methods for resolving them. I undertook the task of architecting an LMS (Learning Management System) platform for conducting hiring tests, aiming to replace Moodle with serverless technologies.
- **Versata Central Support Automation / Trilogy Central Support Automation**
  I successfully automated support protocols using chatbots, simplifying processes and reducing the workload on support agents. Additionally, I participated in the creation of dashboards for more than 50 company products, providing product managers with KPIs, metrics, and insights for an improved understanding of issues and performance. To enhance business analytics, I've participated in implementing dashboard-to-spreadsheet data pipelines. Furthermore, we enabled support automation for agents and efficiently migrated over 100,000 messages daily from Zendesk to internal servers for analytics using RabbitMQ, MySQL, Node.js, and containerized systems. The transferred data underwent thorough analysis and quantification through pipelines to generate valuable metrics and insights.

2014—2018 | **CTO, Co-founder, FLYCODE LLC - Armenia**

Company

FLYCODE LLC was a small startup designed to provide the best software for performance using cutting-edge technologies at the time. We were building a great service company that provided services to companies like **Digitec**, **OptimizeHit**, **Ideal Systems**, and many others.

Role

My main responsibility was hands-on engineering with a handful of leaders. **I had 5 direct reports**.Created API interfaces for big/medium companies' websites. Delivery / Taxi companies' software systems support **mobile apps, admin dashboards, online tracking, and payment systems integrations**. Created chat-bots for medical assistance used in US hospitals, GIS systems for tracking trucks on the roads used in moving houses in Texas, US, and an analytic system that generates insights based on Amazon searches, ratings, and prices. I have also acted as a bridge between clients and development teams, ensuring clear and effective communication of technical requirements. (MEAN stack)

Achievements

- **Mentored 6** interns to become successful software engineers, currently employed with companies like **Podcustle,** **Picsart**, **Epum**, and **Intelinair**
- Created hardware/software system for water usage tracking for industrial usage.
    - The solution was for big pipes running water for village regions for autonomous usage tracking.

2011—2012 | **Software Engineer, Alphasoft Armenia - Armenia**

Company

Alphasoft was a service company that software for small businesses.

Role

Working with PHP CMSes such as WordPress and PHP frameworks such as ZEND, Magento, Slim, and MySQL.

TEACHING EXPERIENCE — 3 years

2021—present | Stepanavan Central Library and Armenian Regions online

Mentoring 6 engineers. Introduction to programming course for people 14-40 years. My approach for this class is self-education. It gives the ability to learn how to learn which is the most important in finding a profession. During the classes, I collect feedback and insights for constant improvement.

2020—present | Teaching assistant at the **American University of Armenia**

- CS331 Operating Systems
- CS130 - Computer Organization
- Compiler Design and Language Theories

EDUCATION

2024-2024 | **Seth Godins altMBA**

2022-2022 | **Certification** **How to Manage a Remote Team** | **GitLab**

2021-2022 | **Certification Hotels and Hospitality Management** | [American University of Armenia](#)
Co-founder of digital nomad house amoor.space (in progress)

2017-2019 | **Master's degree in Computer Science** | [American University of Armenia](#)
Thesis/Capstone - [**VIpack**](#) - modular Oberon package manager.

2010-2016 | **Bachelor's degree in Computer Science** | [State Engineering University of Armenia](#)
Thesis/Capstone - Creation, and Monitoring of VPS hosting. A VPS hosting was created, with a "web admin panel" for users to manage their hosting.

2006-2010 | [Yerevan Physics-Mathematical school No 1](#) | [PhysMath school shortlisted for World's Best School Prizes](#)

PUBLIC LECTURES / CONFERENCES

- Recurring talks at [**StepLibCamp 2020-current**](#)
- The big problem in open source 2019
- [**Convenient Linux OS**](#) 2018
- [**The best javascript framework ever**](#) 2018
- [**Antipatterns for Adults**](#) 2017

PROFESSIONAL SKILLS

Management	Technical leadership, Project management, Spreadsheets, Documents
Databases	NoSQL, SQL, MongoDB, Redis, PostGIS, MySQL, PostgreSQL, Oracle SQL
Primary Stack JavaScript	Node JS, Express JS, Koa, Angular, HTML5, CSS3, JavaScript, TypeScript, ECMAScript 6+ standards
Secondary Stack JavaScript	React, Redux, Electron, Vue, Ember, AngularJS, jQuery, Pug, Twig, Handlebars, jQuery
Secondary Stack Languages	Oberon, Golang, Python, C++, C, Java
Infrastructure	AWS, Digital Ocean, Swagger, OpenAPi, Git, Linux, Docker, Docker Swarm, NGINX, Linux administration, Apache, Varnish, Serverless technologies, NPX, NPM, Yarn, Yeoman, Webpack, Gulp, Grunt, RabbitMQ
Other	Graphs and Charts, Svg manipulation, IoT, Smart devices, Arduino, Raspberry Pi, HomeBrew servers

HOBBIES

👷 Community development	🍂 Composting	🚴 Biking	🎺 Brass Musical Instruments
🌱 Eco-Farming	🐠🌿 Aquaponics	🏕 Camping	🐦 [**Creating art using OpenSource software**](#)