

Ruslan Akmanov

Senior Technical Support Engineer | Python Developer
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SUMMARY: 10+ years Technical Support Engineer experience. IT Support Engineer in Telecom and Software Developing. Tens of thousands of resolved tickets. Programming skills in Python.

SKILLS: SQL | Oracle | MySQL | Linux | Troubleshooting | Bugs reporting | Python | Bash | TCP/IP | pytest | AI

PROFESSIONAL EXPERIENCE

Solvo (October 2021 – Now) St.-Petersburg, Russia
Logistics Management (WMS, TMS)

Senior Technical Support Engineer

- With the help of Python, automated the routine operation of collecting logs to add to the description of the bug task (Python)
- Systematized help information in the internal wiki for support, which led to faster ticket resolution. (Python, BS4, requests)
- Completed Warehouse Management System four months ahead of the six-month schedule and was first to start duties. (Linux, Oracle, SQL)

Beget LLC (February 2018 – October 2021) St.-Petersburg, Russia
Web-hosting company

Technical Support Engineer

- For 1342 days, was a participant in solving 53202 tickets, which helped the company to reach an average client request solving time of 30 minutes.
- Automation of routine tasks of colleagues, writing tools for collecting statistics (Python, bash)
- Mentorship, trained several newcomers to the company, with a success employee retention rate of over 90%. (STAR)

DOM.RU (December 2016 – January 2018) St.-Petersburg, Russia
ISP company

Technical Support Engineer

- Ensured uninterrupted operation of communication services for 550 clients per month through prompt diagnosis and troubleshooting of network equipment (switches, switches, routers).

CO-PROFESSIONAL LEADERSHIP

Beget LLC (Employee mentor, 2020 – 2021) St.-Petersburg, Russia

- 9 out of 10 employees worked for more than a year after training.

EDUCATION

Bashkir State University, Ufa Ufa, Russia
Specialist (June 2000 – June 2005)

- Graduate of the Faculty of Geography, Department of Geology

CERTIFICATION/COURSES/LICENSES

LPIC3, Python developing

ADDITIONAL INFORMATION

- Languages: Russian (native), English (B2)
- I develop applications in Python using AI, there are three applications that I use daily.