Ruslan Akmanov

Sr. Technical Support Engineer | Software Developer

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

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WORK EXPERIENCE

Solvo – *Logistics Management (WMS, TMS)*

Sr. Test and Maintenance Engineer

October 2021 – Now

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

Beget – Web-hosting company

Technical Support Engineer

February 2018 – October 2021

- 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 – ISP company

Technical Support Engineer

December 2016 – January 2018

- Setting Up routers and diagnostic internet connection (DNS, TCP/IP)

EDUCATION

Online University, – Specialist

October 2019 – April 2021
Python developer

Bashkir State University, Ufa – Specialist

June 2000 – June 2005
Graduate of the Faculty of Geography, Department of Geology,

SKILLS

Python

Pytest

Requests

GIT

Bash

MySQL, Oracle

Docker

Nginx

Apache

Product support

ITIL

Linux administration

AI

AGILE(Scrum)

Ability to diagnose complex problems

Internet Connectivity

Active Learning

Information Ordering

Troubleshooting

LANGUAGES

English (B1+ – Intermediate)

Russian (native)