

YELNAR KARAGAYEV

Astana, Kazakhstan · yelnar.dev@gmail.com · <https://www.linkedin.com/in/yelnar-dev>

LANGUAGES AND TECHNOLOGIES

Programming Languages:	PHP (Symfony), Golang, C# (Desktop apps)
Databases and Data Processing Tools:	PostgreSQL, Redis, RabbitMQ, Elasticsearch
Web, Deployment, and CI/CD Tools:	Nginx,, Docker, Gitlab CI
Other:	Git, Linux, HTML/CSS/JS, JIRA

PROFESSIONAL EXPERIENCE

Skyeng (International EdTech company, aimed at teaching English online) Remote
Technical Lead (Platform) May 2024 - Present

- Led technical integration with an outsourcing provider, including the development of an integration plan, architecture design, and alignment of contract terms to ensure compatibility and reliable data exchange across systems.
- Coordinated a multi-team project, presenting Architectural Decision Records (ADR) to architects and facilitating smooth collaboration among internal teams to achieve timely, high-quality integration and successful transfer of operational support.
- Assisted the team lead in establishing and optimizing processes during the restructuring of three separate teams into a unified team, facilitating a smooth transition and enhancing cross-functional collaboration.

Skyeng Remote
Team Lead (Customer Service) June 2023 - May 2024

- Retained team morale by stabilizing and motivating team members during a transitional period, ensuring that no team member resigned under my leadership.
- Completed team staffing by securing leadership approval for additional resources, successfully recruiting and onboarding new team members.
- Established structured team processes, transforming the team from the lowest bug-weight performers to top zero-bug tolerance status. Reduced incident rates, significantly enhanced task delivery rates, and consistently achieved sprint completion of at least 85%, with improved burndown and scope drop metrics.
- Developed Professional Development Plans (PDP) for team members, fostering individual growth and enhancing team capabilities.

Skyeng Remote
Technical Lead (Customer Service) April 2022 - June 2023

- Collaborate with analysts to design new projects, improve business processes, and conduct technical reviews of current tasks.
- Proposed and collaborated on the implementation of a new virtual product classification system, improving product categorization and streamlining business processes.
- Contributed to the design of an admin panel for creating new ticket types without developer hard-coding, resulting in a more flexible and streamlined process.
- Managed critical changes in my services due to a large-scale project affecting the company's ecosystem. Developed a plan and coordinated with the team to implement modifications under a tight deadline, achieving sufficient results efficiently.

Skyeng Remote
Software Engineer (Customer Service) December 2019 - April 2022

- Streamlined local development processes, increased consistency, and boosted productivity by developing and implementing Docker configurations for team-wide usage.
- Enhanced log analysis efficiency and accuracy by incorporating key data into logs for streamlined identification and search capabilities.
- Simplified delayed command management by developing an abstraction layer for streamlined execution, cancellation, and extension capabilities.
- Contributed to the design and implementation of new services by participating in the development of their architecture.

Vienna LTD (IT company that develops innovative solutions to improve healthcare services)

Astana, Kazakhstan

Team Lead

August 2017 - September 2019

- Enhanced recruitment quality and efficiency through well-defined job descriptions, screening tests, and automated notifications.
- Improved customer support responsiveness with a Telegram-based notification system for urgent messages.
- Boosted security with RBAC implementation and increased development speed via API version 2, task and bug report templates, and a PHP project generator for the Yii2 framework.
- Reduced service downtime with monitoring and auto-start mechanisms using Monit.
- Incorporated real-time chat functionality using Golang and the Centrifuge library for WebSocket communication.
- Expedited time to market by implementing Scrum practices, 1:1 meetings, and hiring a project manager and QA engineer.

5plus.kz (EdTech company that specializes in providing Preparation to National Testing software for students in high school)

Astana, Kazakhstan

Software Engineer

August 2012 - August 2017

- Boosted product revenue by ~25% through anti-piracy measures, including enhanced license security, obfuscation tools, a ban system, and an online-only model.
- Halved customer support operational time by developing a diagnostic web panel, comprehensive documentation, and implementing a notification system.
- Improved product metrics reliability for informed business decisions by creating visual graphs, tables, and incorporating dealer information in license keys.
- Enhanced revenue by introducing a motivational referral system for dealers and developing a bonus accrual system.
- Improved content quality by implementing a backend report mechanism for faster issue identification and resolution.
- Expedited time to market by migrating license generation to a user-friendly online panel, participating in online shop creation, and implementing client updates.

EDUCATION

S. Toraighyrov Pavlodar State University

Bachelor Computer Engineering and Programming (5B070400)

Pavlodar, Kazakhstan

September 2009 - June 2012

The Vocational School of S. Toraighyrov Pavlodar State University

Degree in Automated Data Processing and Management (3704002)

Pavlodar, Kazakhstan

September 2005 - June 2009