

\$ whoami



# Andrey Rulev

Technical support engineer with almost seven years in B2B product support. I trace problems through the browser, network, API and logs, reproduce bugs, and hand developers tickets they can act on.

✉ jacktuborg@gmail.com    ✈ telegram    🐙 github

• open to offers

|            |                 |
|------------|-----------------|
| 📍 location | Voronezh, RU    |
| 💻 format   | remote / hybrid |
| 🗣️ english | C1              |

## Where I've worked

Product support for B2B clients — from the browser and API down to the network and hardware.

Apr 2023 — now  
3 yrs 7 mo

**Jivo**  
Technical support engineer

- B2B support on setup, rollout and day-to-day use of the product
- Diagnosing the product on client sites in Chrome DevTools: layout and JS conflicts, load-speed profiling
- API consulting, JavaScript snippets and integration examples
- Network diagnostics: traces, host and port checks, DNS; SIP telephony issues
- Logs in Graylog, SQL on ClickHouse via Redash, service metrics in Grafana — spotting and escalating incidents
- Reproducing bugs, writing reports and tasks in Jira

Sep 2020 — Feb 2023  
2 yrs 6 mo

**Antilatency**  
Technical support engineer

- B2B support for clients in the US, Europe and China on VR/AR tracking integration
- API and SDK setup and troubleshooting; Unity and Unreal Engine integrations
- Reading C#, C++ and Python code and logs to localize problems
- Diagnosing software–hardware interaction; remote product testing
- Jira tasks for developers, follow-up on fixes; documentation and examples

Nov 2019 — Jul 2020

9 mo

## Yandex

Support specialist, L2

- Email and chat support on the second line
- Built the knowledge base for a new service
- SQL in Yandex Query; bug reports in Yandex Tracker

2020

education

## Voronezh State Technical University

Information Systems and Technologies · higher education

## Tools I use every day

diagnostics & API

Chrome DevTools Postman REST API HTTP/HTTPS JSON

logs, data & monitoring

Graylog Grafana ClickHouse Redash SQL

networks

TCP/IP DNS SIP

code & scripting

JavaScript HTML/CSS Python Bash PowerShell

engines & SDKs

Unity Unreal Engine C# / C++ (reading)

work tools

Jira Git Linux Docker

## I also write code

In my spare time I build tools and bots — useful when a support case needs a script, not a workaround.

all projects → developer CV

### IG Spider

Telegram bot that posts Instagram photos, videos and albums into a group chat from a link.

Python SQLite

Docker Compose

### Steam Spider

Telegram bot with friends' Steam sessions, Dota 2 match summaries and weekly recaps.

Python

OpenDota API

systemd

### CSF Mission Editor

Desktop mission editor for Commandos: Strike Force, with tests and releases in GitHub Actions.

C++20

GitHub Actions

### Rezka TV

Unofficial HDRezka client for Android TV with QR login from a phone on the local network.

Kotlin

Compose for TV

# How can I help?

 [jacktuborg@gmail.com](mailto:jacktuborg@gmail.com)  [telegram](#)  [github](#)