

RUSLAN KONOVALOV

TECHNICAL PRODUCT MANAGER / AI ENGINEER

email: konovalov.rus@gmail.com / telegram: @rukonovalov

PROFILE

Technology Leader & AI Engineer with 10+ years of experience across AI, software engineering, machine learning, MLOps and system architecture. Experienced in taking complex products from concept and architecture through development, deployment and production, with a strong track record of bridging business, product and engineering. Currently building AI-powered voice and chat systems, with previous experience in high-load e-commerce, ML and technology ventures.

PROFESSIONAL EXPERIENCE

Aiva - Technical Product Manager / AI Engineer

Feb 2025 - Present

- Designed and developed the technical architecture for voice and chat AI agents used in customer support, lead qualification, outbound communications, and CRM automation.
- Owned the full technical product lifecycle, from use-case discovery and solution design to development, deployment, and production support.
- Designed AI agent architectures and dialogue workflows integrating LLMs, RAG and knowledge bases, STT/TTS, and real-time voice pipelines.
- Built integrations with telephony, CRM, and enterprise systems, including SIP/PBX, Bitrix24, amoCRM, APIs, and webhooks.
- Developed production-facing AI services using Python, FastAPI, PostgreSQL, Redis, and real-time WebSocket infrastructure.
- Designed and maintained deployment and infrastructure workflows using Docker, Kubernetes, Helm, Terraform, and Yandex Cloud.
- Implemented analytics and monitoring workflows for AI agent quality, performance, and operational reliability.

Samokat - Solutions Architect

Feb 2023 - Feb 2025

- Designed backend architecture for a Backend-Driven UI platform powering mobile applications.
- Built scalable backend services and API contracts that enabled product teams to update mobile experiences without releasing new app versions.
- Designed configuration models and backend components for a high-load retail platform.
- Owned architecture and backend development from the early stages of the project, working closely with product and engineering stakeholders.
- Focused on scalability, reliability, and operational readiness of backend services.

Rive - Senior Software Engineer

Apr 2022 - Jan 2023

- Developed backend services and internal tools for a real estate technology platform using Python, FastAPI, and PostgreSQL.
- Digitized operational workflows across property acquisition, management, and resale processes.
- Designed and integrated APIs and backend services supporting core business operations.

X5 - Senior Software Engineer

Dec 2020 - Apr 2022

- Worked across system architecture, backend development, and integrations.
- Designed and developed backend systems for an instant-delivery platform supporting high-volume e-commerce operations.
- Designed APIs and integrations for internal operator and dispatcher workflows.
- Developed production backend infrastructure supporting rapid order processing and delivery operations.

Metabolism Cloud - Technical Product Manager / Founder

Feb 2020 - Dec 2020

- Founded and led a healthtech product from concept to MVP.
- Validated the market, analysed competitors and defined product requirements.
- Managed contractors and coordinated hardware and software development.
- Built a functional hardware prototype and mobile application.

Shanghai Jiao Tong University - Bioinformatician / Research Engineer Sep 2018 - Jan 2020

- Built data analysis pipelines and custom software tools for scientific data processing.
- Developed reusable Python tools for data analysis and time-series processing.
- Designed end-to-end data collection workflows integrating sensors, edge devices, MQTT, and server infrastructure.
- Built web-based monitoring and analytics tools for real-time activity data.

SBER - Data Scientist / ML Engineer

Feb 2014 - Sep 2018

- Developed machine learning solutions, applying classical ML algorithms to real business problems.
- Built data processing and ML pipelines for model development and experimentation.
- Evaluated and tested ML models against real-world business requirements.
- Worked across data processing, machine learning, and software engineering, gaining hands-on experience across the full data and AI stack.

KEY COMPETENCES

DevOps / MLOps: Docker, Kubernetes, Helm, Terraform, GitLab CI/CD, ArgoCD, Jenkins, Ansible

ML infrastructure: deployment of inference services, Triton, vLLM, ClearML, MLflow, DVC, model monitoring and logging setup

Cloud and on-prem solutions: Yandex Cloud, GCP, local Kubernetes clusters, Terraform modules for resource management

Monitoring and observability: Prometheus, Grafana, Loki, ELK Stack, Elasticsearch, Logstash, Kibana, Sentry, Victoria Metrics

Backend development: Python, FastAPI, asyncio, PostgreSQL, Redis, Kafka, RabbitMQ, REST/gRPC

Automation and IaC: Bash, Terraform, Ansible, CI/CD optimization, release and deployment automation

Architecture and analytics: C4 Model, UML, BPMN, ER diagrams, API and Data Schema Design

EDUCATION

Master of Bioinformatics

2018 - 2021

Shanghai Jiao Tong University

Master's Degree, Computer Science

2008 - 2014

Moscow Power Engineering Institute (Technical University)

TOOLS

Python, FastAPI, PostgreSQL, MongoDB, Redis, Kafka, Docker, Kubernetes, GitLab CI/CD, Terraform, Helm, Grafana, Prometheus, ELK, Linux, Git, Jira, Miro, Figma, Python, Linux, Git, PostgreSQL, Linux Server Administration, Nginx, Machine Learning, Deep Learning, REST, ELK, HTML, CSS, JavaScript, Project Management, Docker, GitLab, UML, FastAPI, Redis, Kubernetes, CI/CD, SIP, Yandex Cloud, DevOps, Prometheus, GitLab CI