Ruslan Botashev

Software Engineering | Infrastructure | Automation

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Profile

Software engineer and technical leader with a strong networking background and deep DevOps expertise. Takes projects from idea to production across languages and technology stacks. Built an ISP's technical foundation as CTO, developed remediation software for AWS's global network and created reusable infrastructure automation at Salesforce.

Experience

Salesforce - Senior Software Engineer

February 2021 - August 2026 | Salesforce Edge Team

Built infrastructure automation platforms and production AI agents for Salesforce's tier-0 edge service; a faulty release could disrupt Salesforce globally.

- Built and delivered Edge Harness, an AI automation layer for engineering operations. Reusable agents automated on-call triage, Slack support responses and infrastructure diagnostics, running both interactively in Claude Code and in production through SDK-based server automation.
- Built and delivered OnCall Force, an AI-powered terminal on-call console combining operational metrics with agents that triaged incoming alerts, correlated related failures and automatically resolved alerts.
- Conceived EdgeFlow, a general-purpose automation platform for engineering operations. Secured leadership funding and partner-team support, built its core Python framework and led collaborative delivery through production and cross-team adoption. Engineers use and extend its growing catalog of dozens of service clients and reusable operations to build workflows in managed Apache Airflow covering several dozen use cases. The platform remains in production.
- Built automated incident triage and recovery in EdgeFlow, including AI agents that selected remediation actions and created pull requests for human approval where required. During one month after launch, EdgeFlow resolved 82% of high-severity and 88% of low-severity alerts routed to automation.
- Engineered multi-region release automation across 46 Docker Compose/Kubernetes deployment groups. AI agents assessed approximately 100 operational metrics to decide whether releases could proceed to the next region, alongside staged rollouts, incident-triggered stops and change-owner validation. Reduced elapsed rollout time from four weeks to three.
- Delivered a Temporal-based operations platform after security policy removed direct server access, automating all operations on Edge's Linux bare-metal hosts running Docker Compose. Led the project from design through production, deployed Temporal through Puppet and built the workflows.
- Built Terraform CI/CD replacing DNS-console edits: it ran plans, published their output in pull requests and applied changes after peer approval.
- Developed delivery and infrastructure pipelines, including a parent Spinnaker workflow orchestrating existing EKS upgrades across deployment groups.
- Mentored two graduate engineers in reliable coding and production practices; one advanced from Associate to Member of Technical Staff after approximately 18 months.

Amazon Web Services - Systems Development Engineer / Systems Development Engineer II

November 2016 - January 2021

Developed software to detect, investigate and resolve incidents in AWS's global network.

- Designed and implemented automated recovery for interface and BGP failures across AWS's global Border/Backbone network, reducing associated downtime by more than 80%.
- Designed network-entity models, alert enrichment and root-cause correlation, with rules selecting guarded recovery actions or escalation. Improved incident recovery by an average of 30 minutes.
- Built device-agnostic interfaces and reusable operations so network engineers could create recovery workflows. Reviewed code, mentored engineers and supported production on-call.
- Partnered with network design and operations teams; co-designed the migration to modular remediation, built components and helped the team execute the production cutover.

aeon-game.com - DevOps and Infrastructure Engineering

August 2009 - January 2022; consulting thereafter

Owned all infrastructure and operations for a space-strategy game alongside its developers.

- Modernized a 2009-era legacy PHP game for Kubernetes through application packaging, runtime configuration and deployment changes.
- Built and operated resilient Linux infrastructure with redundancy, load balancing and network security; managed hosting migrations and backup/recovery.
- Containerized PHP/Nginx/PostgreSQL and Node.js/MongoDB chat with Docker/Compose; built Helm deployments with shared assets, readiness checks and HTTPS/WebSocket ingress.
- Automated image/chart publishing and ArgoCD GitOps for game, testing and shared infrastructure, with versioned releases, rollback, self-healing, external secrets-store integration and automated cluster provisioning.

IBM - Senior Network Automation Engineer

November 2014 - September 2016

Led hands-on engineering for a global tire manufacturer's network monitoring and automation systems.

- Led a newly formed, dedicated Network Tools and Automation team with two direct reports; owned architecture, implementation and coordination with the customer and IBM stakeholders.
- Directed monitoring architecture and Netcool/Tivoli integration; built browser-side JavaScript integration across isolated backend networks, eliminating manual spreadsheet reconciliation and saving several engineer-hours daily.
- Received IBM's Excellent Service Award.

Arbital ISP - CTO / Founding Engineer

June 2006 - October 2014

Built and led the ISP's technology across network architecture, business software and production operations.

- Built the network, infrastructure and operating software from scratch and connected the first customer; later directed network and support staff as the ISP grew beyond 15,000 active customers.
- Built an integrated PHP platform covering dozens of ISP use cases across customer management, provisioning, monitoring, network policy, self-service and staff operations. Staff activated subscribers through one workflow linking billing accounts, tariffs, IP/MAC services and installation requests.
- Conceived and launched IPTV from scratch as a new revenue stream; introduced multicast, then designed and implemented Nginx-based unicast delivery.
- Launched Russia's first 100 Mbps broadband plan; Arbital ranked as Russia's fastest ISP on Speedtest.net for several years in the late 2000s.
- Secured Local Internet Registry (LIR) status and a public IPv4 /17 allocation, enabling public subscriber addresses without NAT, competitive differentiation and lower hardware costs.
- Prioritized and built self-service for subscribers to register replacement devices, the dominant support workflow, reducing overall support requests by approximately 70-80%.
- Analyzed subscriber traffic and designed and implemented dynamic traffic shaping, reducing aggregate network traffic by 30-40%.
- Directed network architecture and evolution across dozens of external BGP connections with peers, Internet exchanges and carriers.

Selected skills

Python, PHP, Go, C, Java, JavaScript, SQL; AWS, Google Cloud (GCP), Microsoft Azure; Linux, FreeBSD;
TCP/IP, BGP, OSPF, IS-IS, IPv6, DNS; Docker, Docker Compose, Kubernetes, EKS;
Puppet, Terraform, Apache Airflow, Temporal, Spinnaker, Jenkins; PostgreSQL, MongoDB;
API integration, regression testing, CI/CD, observability, incident automation;
AI-agent orchestration, Claude Code; technical leadership, cross-team collaboration, mentoring;
legacy application modernization, Helm, ArgoCD GitOps, GitHub Actions, runtime configuration;
secrets management, cluster automation.