

TOMIRIS ARMAN – BACKEND DEVELOPER

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EDUCATION

Bachelor's Degree in Computer Science - Tiangong University (2017-2021); GPA 3.8/4.0

SKILLS

Languages: PHP 8, Python

Frameworks: Laravel, Yii2

Tests: PHPUnit, Codeception

Architecture: REST API, SOLID, Clean Architecture, PSR, DDD, MVC, Design Patterns

Databases: MySQL, PostgreSQL, Indexes, Transactions, Optimization

Async Processing: RabbitMQ, Redis, Background Jobs, Queues, Cron

Monitoring & Logging: Sentry, Promtail, Loki, Prometheus, Grafana

Infrastructure: Docker, Linux, Nginx, CI/CD, GitHub Actions, Gitlab CI, Terraform, Ansible

Tools: Composer, Git, Swagger (OpenAPI), Postman

EXPERIENCE

HT.KZ (TravelTech)

Almaty, Kazakhstan

Backend Developer

Jul 2023 - Jan 2026

Drove the development of a scalable CRM platform used daily by operators and managers. Built and maintained core backend services using PHP and Yii2, focusing on robust APIs, workflow automation, and third-party integrations.

- Automated booking workflows including manager auto-assignment and validation logic, reducing manual operator workload by ~40% and preventing invalid and lost bookings.
- Migrated messaging infrastructure from unofficial providers to the WhatsApp Business API (Meta), improving delivery reliability and ensuring compliance with Meta policies.
- Designed a rule-based messaging automation system for WhatsApp and Telegram, delivering 20k–50k automated messages/month and increasing customer response rates by ~15–25%. The system triggered personalized messages based on user behavior, supporting onboarding flows, reminders, and document delivery.
- Implemented event-driven workflows using RabbitMQ to coordinate cross-service business processes across CRM, Tour, and Finance APIs, publishing domain events and building consumers to handle asynchronous updates across services and reducing processing latency by ~20%
- Integrated OpenAI Whisper API to convert voice messages into searchable text, enabling voice-to-text workflows and improving information accessibility for CRM operators.

Ultima School (EdTech)

Sao Paulo, Brazil

Backend Developer

Nov 2022 - Jul 2023

- Implemented backend integrations with WebinarJam, Chatfuel, Telegram, and Typeform using PHP and Laravel, enabling automated marketing and user communication workflows and reducing manual campaign operations.
- Built multi-channel messaging automation for WhatsApp and Telegram, improving engagement and delivery reliability.
- Developed a webinar automation system integrated with WebinarJam, including user registration, unique access link generation, and scheduled invitation/reminder messaging; supported up to 4 webinars/week with ROMI >180%.
- Designed a Telegram bot with user identification, subscription tracking, and persistent storage, along with an admin interface for managing announcements and automated broadcast campaigns.

RS Solutions

Almaty, Kazakhstan

Full-Stack Developer

Aug 2021 – Nov 2022

- Designed and developed custom CMS platforms and admin panels enabling non-technical staff to manage website content independently, reducing developer support requests by ~60%.
- Built governmental websites and news portals from scratch, implementing secure backend logic, content workflows, and optimized database structures.
- Developed and deployed 20+ websites for Kazakhstani educational institutions (edu.kz domain), improving digital presence and enabling scalable content management.

Kulan Oil**Almaty, Kazakhstan*****PHP Developer*****Nov 2020 – Jul 2021**

- Developed and maintained an e-commerce platform for automotive parts, implementing advanced product filtering.
- Automated document approval workflows between company branches using the Bitrix corporate portal, reducing contract processing time by ~45%.

IT Step Academy**Almaty, Kazakhstan*****Programming Instructor*****Feb 2020 – Feb 2021**

- Taught **Python, C++, and Web Development** courses in both online and classroom environments for groups of 15–25 students.
- Designed lesson plans, coding exercises, and practical programming projects to support hands-on learning and improve course completion rates.