

## PERSONAL INFORMATION



### Dmitry Prosolupov

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Sex Male | [Date of birth](#) 30/04/1987 | [Nationality](#) Russian

## WORK EXPERIENCE

<b>Dates</b>	02/14 – 06/15
<b>Name of employer</b>	<b>LDiscovery</b> (McLean, Virginia, USA)
<b>Title</b>	<i>eDiscovery Data Analyst</i>
<b>Main activities and responsibilities</b>	<ul style="list-style-type: none"><li>- Prepared, processed, and loaded data into proprietary and COTS software.</li><li>- Coordinated efforts between various internal business units to complete data processing requirements.</li><li>- Ensured that processing requirements are met as determined by a customer, project manager(s), and operations management.</li><li>- Communicated with direct management, team, internal and external clients.</li><li>- Converted images and data to client specified formats.</li><li>- Performed QC/QA of finished work product.</li><li>- Upload finished work product to client facing databases.</li><li>- Assisted in developing, documenting, and refining necessary procedures to accomplish discovery process requirements.</li><li>- Performed miscellaneous activities and responsibilities as assigned by manager.</li></ul>
<b>Dates</b>	03/13 – 02/14
<b>Name of employer</b>	<b>Oxygen Forensics</b> (Alexandria, Virginia, USA)
<b>Title</b>	<i>Account Manager</i>
<b>Main activities and responsibilities</b>	<ul style="list-style-type: none"><li>- Provided support and technical issue resolution to customers via E-Mail, phone and other web communication tools.</li><li>- Familiarized customers with company's offered services and solutions.</li><li>- Managed RFQ (request for quote) from local and international potential clients.</li><li>- Was responsible for handling problem recognition, research, resolution and follow-up for user problems, referring more complex problems to Tier 2 technical staff.</li><li>- Set up of all new accounts using company provided software tools.</li><li>- Followed up with users on delays/resolution.</li><li>- Stayed up-to-date with new software's versions releases and updated customers respectively.</li></ul>
<b>Dates</b>	06/09 – 12/12
<b>Name of employer</b>	<b>Microsoft Corporation</b> (Dublin, Ireland)
<b>Title</b>	<i>MBS Agreements Analyst</i>
<b>Main activities and responsibilities</b>	<ul style="list-style-type: none"><li>- Receipt, approval and logging of all the MBS contracts that was received into Microsoft EOC. Validation and processing.</li><li>- Provided feedback to Microsoft partners and searched for resolutions when MBS Agreements submitted incorrectly, communicated with partners when issues on existing agreements occurred and facilitated speedy resolutions.</li><li>- Executed a set up of all new potential Microsoft Partners – mastering and setup of new MBS Agreements in the relevant systems.</li></ul>

- Provided support for Operations and other internal Teams with resolution of more complex or unusual system issues/problems.
- Team escalation contact - worked on escalations, provided immediate resolution or worked directly with program managers in order to provide satisfactory resolutions.
- Assisted Supervisor with variety of Business Case Analysis and communication. Coverage in time of Supervisor absence.
- Team Lead role – direct support to the team, management of team queue and day-to-day tasks.
- Trainer and Mentor of new hires within the Agreements Team.
- Participated in weekly update meetings, provided update to the team and updated existing team processes.
- Provided tier 1 escalation support to Customer Care (Operational Teams) on any partner or agreement process issues and program related questions.
- Reviewed the existing agreement processes and work instructions – update, improvement.
- Creation and documenting of new global processes for MBS agreements.

Dates  
Name of employer  
Title  
Main activities and responsibilities

07/08 – 06/09  
**Gaines Europe LTD** (Arklow, Ireland)  
*Assistant to Supervisor*

- Trained and introduced new employees to the working environment.
- Assisted Supervisor with his operational activities when required.
- Effectively identified the scope for daily operations and resources needed to ensure high performance.
- Ensured the procedures are followed to eliminate errors and risks.
- Oversaw physical goods – in of stock and performed correct entry on the system.
- Performed control of damages and wastage in order to minimize stock loss to the business.
- Actively involved in developing a new policy for the company and redrafting all process manuals and job instructions.

#### EDUCATION AND TRAINING

2003-2008 *Magnitogorsk State Technical University n.a. G.I.Nosov*  
(Magnitogorsk, Russia)  
Faculty of Chemistry and Metallurgy

#### LANGUAGE SKILLS

Native language Russian

Other languages

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
Polish	A2	A2	A2	A2	A2

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user  
Common European Framework of Reference for Languages

#### COMPUTER SKILLS AND COMPETENCIES

OS Microsoft Windows Systems, MacOS.  
Office Microsoft Office Professional, Open Office.  
Database Access, MySQL.  
ERP Microsoft Dynamics NAV, AX and CRM; Company Configurator, Dynamics VOICE, Order Central.

eDiscovery applications  
Other applications

Viewpoint, Relativity 8, Concordance, Summation.  
Microsoft Visio, Sharepoint, Lync. Google Analytics .

#### INTERPERSONAL SKILLS AND COMPETENCIES

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- Very well organized, ability to work in highly pressurized and challenging working environments.
- Fast learner - enjoy learning new things and improving existing skills.
- Very attentive to detail with a practical approach to problem solving.
- Effective at time management and prioritizing tasks to achieve deadlines.
- Strong team working, leadership and communication skills.
- Proficient in assessing data and formulating solutions.

#### ADDITIONAL INFORMATION

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Health  
Driving Licence  
Interests

Excellent, non-smoker/drinker/drug user.

Class B.

Ice hockey (was a captain of university hockey team), cooking, theatre and cinema.

REFERENCES ARE AVAILABLE UPON REQUEST.