

Resume: Gagauzov Gleb

IT support engineer / Technical translator

Surname: Gagauzov

Name: Gleb

Sex: Male

Birthdate: 1987/06/10

Age: 35

Marital status: Single

Languages: Russian – native

Japanese – fluent

English - fluent

Contact information:

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Personal page: https://soimimozo.github.io/personal_page/index.html

Summary:

Support engineer with 4 years of expertise in Microsoft O365 cloud and Microsoft on premises solutions. Experienced in Exchange online, Azure AD, MS Teams, Sharepoint Online, Mobile Device Management.

Technical Translator with 8 years of experience. Linguistics QA support for software tool development, chatbot dataset tuning, software technical requirement and design documentation translation. Interpretation during meetings and calls.

Key skills:

Translation\Interpretation: Russian, English, Japanese

Scripting languages: Python, PowerShell

Cloud Technologies: Microsoft 365 (Exchange Online, Teams, SharePoint, Azure AD, Intune)

Linguistic QA: Software localization support, technical documentation translation, linguistic data set refinement

Education Background:

College:

2002 ~ 2006: College of Economics, Law and Management. Russia. Krasnodar city.

Major: Information Technologies. (IT systems, computer software, computer network administration.)

University:

2006 ~ 2010: University of economics, law and humanities. Russia. Krasnodar city.

Major: Oriental Studies. (Japanese language, English language, Far East history, politics, economics, etc.)

Graduation thesis: Russian and Japanese business culture comparison.

Graduate school:

2012 ~ 2015: State university of Kagawa prefecture. Japan. Takamatsu-shi.

Major: Ph.D. in Business management. (Business culture, international business culture comparison, system development, logistic clusters.)

Graduation thesis: Production development in modern Russia. Logistic clusters impact.

Additional certificates:

Japanese language: **Nihongo noryoku shiken, N1.** 2013 year.

English language: **TOEIC, 990 points.** 2014 year.

Tenant-to-tenant migration: **Quest ODM tool.** 2022 year.

Job background:

2010 ~ present: Japanese language tutor.

Teaching Japanese to individuals. Examination\certification preparations. Communication skills.

2010 ~ 2011: Japanese language teacher.

University of economics, law and humanities. Russia. Krasnodar city. Foreign language education center.

Job duties: Teaching Japanese in groups for adults.

2011 ~ 2012: Translator, manager assistant \ IT administrator.

Company: Marubeni Auto and Construction Machinery, LLC.

Job duties:

As translator: Provision of smooth communication between Japanese top management and local staff. Translation of documents, orders and e-mails. Interpretation during meetings with customers and partners.

As IT administrator: Communication and cooperation with IT outsourcing service providers. Conducting all necessary preparations on working stations for new employees (New account creation, domain integration, installation of necessary software, email account management). Physical infrastructure engineering (Office network design, cost planning, interaction with subcontractors). Basic office PBX system administration. (New number registration, user list management). Mobile telephony (cell phone purchasing, contract-plan adjustments). User support.

2015 ~ 2018: Translator \ Interpreter.

Company: Bridgestone Tyre Manufacturing CIS, LLC.

Job duties: Translation of working standards, equipment manuals, reports, e-mails, contracts, personal and notary documents, etc. Interpretation during meetings, various committees, plant patrols, management reports, etc.

Translation/interpretation languages: Japanese - English - Russian.

Translation/interpretation topics: Production planning, ecology management, budget planning, trainings, on-site reports, recruitment planning, interviews, management board meetings, official events, IT troubleshooting.

2018 ~ present: IT Engineer \ Technical translator.

Company: ICL Fujitsu GDC.

Job duties:

As IT Engineer: M365 Cloud and infrastructure support. Resolving incidents related to O365, Exchange Online, Microsoft Teams, Sharepoint, MDM. Working with high-priority incidents, escalating incidents to vendors. Creating & Updating HLD, LLD documentation and KB articles for end users. Powershell/Python scripting.

As Technical Translator: Software localization support, technical documentation translation, chatbot linguistic data set refinement. Interpretation during meetings, calls, knowledge transfer sessions and business trips.

Translation/interpretation topics: Software development, software design, software tools, cloud infrastructure support, software UI development, chatbot datasets, budget planning, task assignment.
