

## Dmitry Kustov

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### Career goal

Looking for my way into narrative design in gamedev, if possible. Due to lack of experience with design specifically, I imagine quality assurance or customer support/success related roles to be the best fit for me as a start. Regardless of the industry, I am looking for a Finnish company, where I can also do web-development with PHP for backend and TypeScript for frontend or product ownership/project management with the latter maybe requiring some extra learning.

### Core competencies

- 1 Technical Support | Incident Management | Problem Management | Quality Assurance | Product Ownership | Change Control | Automation | Storytelling | Creativity
- 2 Web Development | Fullstack Development | Business Analysis | Project Management | Risk Management | Disaster Recovery | Security | Customer Success | Communication | Coaching
- 3 Leadership | Software Architecture | UI/UX Design | Graphics Editing | Video Editing

### Languages






- 1 English | Russian | PHP | SQL | JavaScript | TypeScript | HTML5 | CSS3
- 2 VBScript | VBA | VB.NET
- 3 Windows CLI | PowerShell | Python | C# | C++ | Finnish | German

### Tech tools and concepts

- 1 MS Excel | MS Outlook | MS Word | MS PowerPoint | PHPStorm | MySQL | ServiceNow | REST
- 2 Adobe Photoshop | Adobe Premiere | Oracle | MS SQL | Windows | Windows Server | Jira | Confluence | Data Architecture
- 3 Apache HTTPD | LiteSpeed | Microservices | Agile | SharePoint | GameMaker

For some of the skills' assessments visit [Pluralsight](#)

### Education

- 01/2023 – current:**  Arcada, Game Design and Production
- 01/2023 – current:**  XAMK, Introduction to Video Game Creation
- 12/2020 – 12/2020:**  LUXOFT, Basics of Web-Services Support
- 09/2006 – 06/2011:**  Moscow Institute of Electronics and Mathematics, Management & Informatics in Technical Systems
- 09/1995 – 06/2006:**  English language school №1208

## Professional experience

**09/2021 – 06/2022: Tier 3 Technical Support Engineer,**  [Smartly.io](https://smartly.io),

Helsinki, Finland

- ✖ Ensured best-in-class technical support and distinguished customer service with lots of debugging.
- ✖ Analyzed, reproduced, prioritized, documented, and assisted in fixing issues, including platform bugs.
- ✖ Kept product documentation up to date.
- ✖ Assisted and trained teammates.
- ✔ Drove implementation of Support Handbook, internal collection of manuals and guidelines for customer support.
- ✔ Earned 📸 Snapchat essentials [certificate](#).
- ✔ Participated in leadership training.
- ✔ Earned some [praises](#) from colleagues.

**06/2009 – 07/2021: Application Manager / Senior Technical Support Analyst,**  [Citi](#), Moscow, Russia

- ✖ Managed all tech-related questions for selected applications, by fulfilling portions of responsibilities of product owner, project manager, business analyst, tester, vendor manager and other roles.
- ✖ Served as primary point of contact for tech questions related to regulatory software for clearing operations, as well maintained the said software, including cryptography.
- ✖ Debugged new issues and tested new or changed features on regular basis.
- ✖ Lead or participated in processes' automation and/or optimization projects.
- ✖ Provided L1, L2 and L3 tech support and change control for most of Russian and Kazakhstan applications.
- ✖ Lead tech support operators, when in absence of direct manager.
- ✖ Coached new tech support operators.
- ✖ Developed and maintained internal documentation, server-side automations (scripts) and GUI-based automations used by business operations.
- ✔ Transferred paper-based checklist used by support operators to MS Excel, while automating some functions for ease of use, traceability, reporting, and statistics gathering ([AutomatedRunSheet](#)).
- ✔ Managed almost 30 applications simultaneously, when responsibilities started including Kazakhstan branch.
- ✔ Single-handedly managed all tech-related questions (excluding infrastructure and service desk) for Kazakhstan for 2 years.
- ✔ Almost completely cleared a decade-long backlog for Kazakhstan applications in roughly a year.
- ✔ Pioneered huge refactoring of a client-facing application, to implement [E-Documents](#) concept, while negotiating the initial vendor price from \$100k down to \$55k USD.
- ✔ Participated in "Want to be a leader" training.

**02/2009 – 03/2009: Engineer,**  [Windsor](#), Moscow, Russia

- ✖ Managed office hardware and software.
- ✖ Managed company's website.
- ✖ Created digital training courses.

## Personal projects

### **02/2023 – current:** [Jiangshi](#)

A game done as part of retheming game jam for Arcada's Game Design and Production course.

### **02/2023 – current:** [Dangerous Dave: Endless Nightmare](#)

A homage to "Dangerous Dave in the Haunted Mansion", that started as part of Game Design and Production course's bootcamp.

### **10/2022 – current:** [Support from HEL](#)

Sharing knowledge about and around tech support with fellow supporters in support community.

### **12/2021 – current:** [Simbiat Software](#)

Open-source project written from scratch with a goal of a system for creation of interactive story-telling experiences (visual novels and text-based RPG games) and community around it. Also functions as a personal blog, which includes some game-related [articles](#) (with some of them being analytical).

### **03/2020 – 09/2021:** [Aqua Chronica](#)

Filmed and edited a series of videos describing journey of offices fishes to my home.

### **04/2017 – 12/2021:** [BIC Tracker](#)

PHP-based web-service aimed at tracking changes in Bank Identification Codes library provided by Russian Central Bank, while also representing the original DBF (later XML) format as human-readable pages.

### **09/2016 – 12/2021:** [Final Fantasy XIV Tracker](#)

PHP-based web-service aimed at tracking [Final Fantasy XIV](#) characters and free companies. Merged into Simbiat Software. Also filmed [Welcome to My Crib](#) during the same time.

### **02/2014 – 02/2015:** [DarkSteam](#)

VB.NET-based client for [Steam](#)'s metadata exchange utilizing [Serv-U](#)'s SFTP, [vBulletin](#) forum engine and custom PHP scripts. Had ~200 active users and earned ~\$450 monthly donations. Stopped due to failed attempt of utilizing torrent seed-box and Steam's metadata no longer being in a "gray" area of the license agreement.

### **09/2006 – 02/2014:** **A12 FTP Server**

A [Serv-U](#) based server used for local network file-sharing with total capacity over 8TBs.

### **11/2005 – 01/2016:** [Prose](#) and [poetry](#)

Various attempts at writing prose and poetry, including 4 attempts to write a whole [book](#).

### **09/2004 – 09/2006:** **ElderScrolls.lan**

Local network website based on PHP-Nuke and PHPBB, accumulating (and translating) various information about [The Elder Scrolls](#) game series.