Dmitrii Kustov

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Career goal

Looking for a high quality L3 technical support specialist who will tell you all your product's flaws within a couple of months after starting to support it? Well, perhaps you've just found one. I can help you build proper L0 and communication flows (with traceability), find security gaps and draw-out disaster recovery processes. Need someone to talk to users – you got it. To developers – you got it (can even point at code lines while sounding, as if I understand them). Need someone to translate between the two? Easy, as long as you are willing to not just listen to suggestions, but also apply them, and improve your product and processes for better tomorrow. Forget about DevOps – let's do SupOps!

Core competencies

🥇 Technical Support | Incident Management | Problem Management| Quality Assurance | Product Ownership | Change Control | Automation | Storytelling | Creativity

🥈 Web Development | Fullstack Development | Business Analysis | Project Management | Risk Management | Disaster Recovery | Security | Customer Success | Communication | Coaching

🥉 Leadership | Software Architecture | UI/UX Design | Graphics Editing | Video Editing

Languages

🥇 English | Russian | PHP | SQL | JavaScript | TypeScript | HTML5 | CSS3

🥈 VBScript | VBA | VB.NET | GameMaker

🥉 Windows CLI | PowerShell | Python | C# | C++ | Finnish | German

Tech tools and concepts

🥇 MS Excel | MS Outlook |MS Word | MS PowerPoint | PHPStorm | MySQL | ServiceNow | REST

🥈 Adobe Photoshop | Adobe Premiere | Oracle | MS SQL | Windows | Windows Server | Jira | Confluence | Data Architecture

🥉 Apache HTTPD | Caddy | LiteSpeed | Microservices | Agile | SharePoint | Docker | AWS Logs

For some of the skills' assessments visit ▶Pluralsight

Education

10/2023 – 01/2024: Security Journey 📄

01/2023 – 05/2023: 🔱 Arcada, Game Design and Production 📄

12/2020 – 12/2020: ᐸLUXOFT, 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 📄

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Professional experience

04/2023 – current: **Senior R&D Support Engineer**, Signant Health, Helsinki, Finland

- Investigate, manage, and triage application incidents and service requests.

- ✔ Submitted almost a hundred suggestions for product improvement within the first month.
- ✔ Helped with several de-escalations of issues with sponsors.
- ✔ Wrote multiple knowledgebase articles.

09/2021 – 06/2022: **Tier 3 Technical Support Engineer**, Smartly.io, Helsinki, Finland

- Ensured best-in-class technical support and distinguished customer service with lots of analysis and debugging.
- 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.

06/2009 – 07/2021: **Application Manager / Senior Technical Support Analyst**, Citi, Moscow

- Managed up to 30 applications with scope similar to product/project manager.
- Debugged new issues and tested new or changed features on a 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 and GUI-based automations (scripts).

- ✔ Transferred paper-based checklist used by support operators to MS Excel, with automations, traceability, reporting, and statistics gathering (AutomatedRunSheet).
- ✔ Single-handedly managed all tech-related questions 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.
- ✔ 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.

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Personal projects

10/2022 – current: **Support from HEL**

Sharing knowledge about and around tech support with fellow supporters in the 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) and even games developed for Arcada's Game Design and Production course.

03/2020 – 09/2021: **Aqua Chronica**

Filmed and edited a series of videos describing the 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. Merged into Simbiat Software.

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.