



John Dussold

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PROFESSIONAL SUMMARY

Results-driven professional experienced in project management and data analysis in eDiscovery. Seeking a career transition to leverage expertise in HTML, CSS, JavaScript, React, Rest API, Angular, and front-end development. Skilled in team management, delivering exceptional results, and providing technical support. Adaptable to evolving technologies, passionate about creating engaging user experiences. Ready to excel as a web developer.

SKILLS

- HTML
- JavaScript
- React
- CSS
- REST API
- Angular

WORK HISTORY

PROJECT MANAGER

02/2023 to CURRENT

KLDiscovery | Eden Prairie, USA

- Manage multiple eDiscovery projects from initiation through closeout.
- Set and meet client expectations, communicate progress to stakeholders.
- Act as liaison between internal teams and clients
- Provide project-specific reporting as required.

EVIDENCE MANAGER

08/2017 to 02/2023

KLDiscovery | Eden Prairie, USA

- Manage nationwide team of electronic evidence experts, increasing efficiency and customer satisfaction.
- Issue regular updates to global company via web conferences and presentations.
- Consult and lead in resolving complex technical issues for optimal client experience.
- Expand cross-functional capacity through department collaboration on priorities and goals.
- Reduce process bottlenecks through employee training and coaching on practices and procedures.

PROJECT LEADS MANAGER

10/2015 to 08/2017

KLDiscovery | Eden Prairie, USA

- Managed eDiscovery operations team to ensure timely and accurate completion of customer deliverables.
- Evaluated employees' strengths and assigned tasks based on experience and training.
- Identified gaps in processing and implemented solutions for increased accuracy and efficiency.
- Contributed to company success through hiring, training, and

performance management of employees.

DISCOVERY SERVICES CONSULTANT

06/2013 to 10/2015

Kroll Ontrack | Eden Prairie, USA

- Consulted, implemented, and supported clients with machine learning predictive coding technology.
- Collaborated with clients, project managers, and internal partners to design and implement tailored solutions.
- Provided technical support and service for internal and external clients, including installation, configuration, and troubleshooting of proprietary applications, focusing on Intelligent Review Technology (IRT).
- Created onboarding best practices documentation for new personnel.
- Streamlined system operating procedures to improve controls.

APPLICATION SUPPORT ANALYST

01/2012 to 06/2013

Kroll Ontrack | Eden Prairie, USA

- Provided toll-free technical support for clients using applications (e.g., Ontrack Advance view (AV), Ontrack Inview (OI), and Electronic Discovery Review (EDR)).
- Offered technical support to internal and external clients, assisting with installation, configuration, access, usage, and troubleshooting of applications.
- Advised project managers on tactical best practices for application utilization.

OPERATIONS PROJECT MANAGER

06/2008 to 01/2012

Kroll Ontrack | Eden Prairie, USA

- Directed client requests to internal business partners.
- Tracked project progress to manage client expectations.
- Acted as the main liaison between project manager and operations teams.
- Implemented solutions for processing problematic data.

ELECTRONIC EVIDENCE TECHNICIAN

11/2007 to 06/2008

Kroll Ontrack | Eden Prairie, USA

- Processed sensitive client data requests using proprietary software solutions.
- Escalated processing issues and project delays to internal support groups for prompt resolution and client satisfaction.
- Prioritized work requests to effectively manage client expectations.

EDUCATION

Bachelor of Arts | Computer Animation

12/2003

Missouri State University, Springfield, MO

CERTIFICATIONS

- Certified Relativity Certified Administrator, kCura - 04/2015 - Present