John Dussold

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PROFESSIONAL SUMMARY

Talented Manager with expert team leadership, planning and organizational skills built during successful career. Detail-oriented, organized and meticulous employee. Works at fast pace to meet tight deadlines. Enthusiastic team player ready to contribute to company success.

SKILLS

- Strong Interpersonal and Communication Skills
- Coaching and mentoring
- Teamwork and Collaboration
- Eagerness to Learn New Technologies
- Project Management
- Analytical Thinking and Problem Solving

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.
- Work well under pressure with a large, diverse team

EVIDENCE MANAGER   08/2017 to 02/2023
KLDiscovery | Eden Prairie, USA

- Manage a nationwide team of electronic evidence experts.
- Proactively develop and lead initiatives to increase efficiency and customer satisfaction.
- Issue regular updates to the global company via web conferences and PowerPoint presentations.
- Provide consultation and leadership in resolving complex technical issues in order deliver the best possible client experience.
- Expanded cross-functional organizational capacity by collaborating across departments on priorities, functions and common goals.
- Reduced process bottlenecks by training and coaching employees on practices, procedures and performance strategies.

PROJECT LEADS MANAGER   10/2015 to 08/2017
KLDiscovery | Eden Prairie, USA

- Managed a team of eDiscovery operations experts whose primary duties are responsible for ensuring the timely and accurate completion of all customer deliverables.
- Evaluated employees' strengths and assigned tasks based upon experience and training.

- Worked with team to identify gaps in processing, develop and implement solutions to increase accuracy and efficiency.
- Ensured the continued success of the company through the hiring and training of new employees as well as the performance management of existing employees.

DISCOVERY SERVICES CONSULTANT   *06/2013 to 10/2015*
Kroll Ontrack | Eden Prairie, USA

- Provided consulting, implementation, and ongoing support to clients utilizing machine learning predictive coding technology.
- Worked directly with clients, project managers, and other internal partners to design and implement solutions to meet client needs.
- Provided technical support and service to both internal and external clients including, but not limited to the installation, configuration, access, use, and troubleshooting of proprietary applications, with a focus on Intelligent Review Technology (IRT).
- Authored best practices documentation for use in new personnel onboarding processes.
- Organized system operating procedures to strengthen controls.

APPLICATION SUPPORT ANALYST   *01/2012 to 06/2013*
Kroll Ontrack | Eden Prairie, USA

- Provided client technical support through toll free technical support center hotline in the use of applications (Including but not limited to Ontrack Advance view (AV), Ontrack Inview (OI), and Electronic Discovery Review (EDR)).
- Provided technical support and service to both internal and external clients including, but not limited to the installation, configuration, access, use and troubleshooting of applications.
- Advised project managers on best practices in the tactical use of applications.

OPERATIONS PROJECT MANAGER   *06/2008 to 01/2012*
Kroll Ontrack | Eden Prairie, USA

- Communicated direction needed to process client requests to internal business partners
- Managed client expectations by tracking project progress
- Served as the primary point of contact between the project manager and the operations teams
- Developed and implemented solutions to process problematic data.

ELECTRONIC EVIDENCE TECHNICIAN   *11/2007 to 06/2008*
Kroll Ontrack | Eden Prairie, USA

- Was responsible for processing sensitive client data requests utilizing many proprietary software solutions.
- Escalated processing issues and possible project delays to appropriate

internal support groups to ensure client satisfaction.

- Managed client expectations by prioritizing work requests.

EXECUTIVE ASSISTANT MANAGER
02/2006 to 07/2007
Walgreens | Bloomington, USA

- Performed statistical analyses to gather data for operational and forecast team needs.
- Supervised a staff of over 20 team members to ensure successful daily store operations.
- Closely managed store inventory utilizing available dynamic analytic metrics.
- Facilitated training and onboarding for incoming staff.
- Developed and implemented sales strategies by reviewing key performance indicators for the store.

EDUCATION

Bachelor of Arts | Computer Animation
12/2003
Missouri State University, Springfield, MO

CERTIFICATIONS

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