

# Dmitrii Popov

## Technical Consultant / Developer

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### PROFESSIONAL SUMMARY

Technical consultant/developer with over ten years of experience working in the gaming and financial industries. Specialize in product support, writing/editing documentation, quality assurance/testing, developing dynamic applications. Proficient in React, JavaScript, project management tools.

### KEY SKILLS

React, JavaScript, TypeScript, Tailwind CSS, HTML, Git, Node.js, Jira, Salesforce, Confluence, Tableau, Quality Assurance, Tests, Technical Writing

### EDUCATION

**Bachelor** 2021 - 2022

#### OpenClassrooms

*Applications Developer*

Achieved proficiency in applications development by completing 14 projects and gaining hands-on experience with React, Redux, JavaScript, HTML, CSS.

**Master** 2006 - 2011

#### University of Finance and Economics

*World Economy*

Obtained a Master's degree in World Economy, specializing in global development and international relations, focusing on data analysis and research.

### PROFESSIONAL EXPERIENCE

**Technical Consultant** 2013 - 2023

#### Blizzard Entertainment

*Specialist in technical consultations with a primary focus on in-depth hardware/software assistance and products support.*

- Improved support teams efficiency by consultations for hardware/software issues, resulting in **advanced issues resolution and minimized downtime**
- Reviewed, edited, and published **technical documentation**, created **internal sites** to enhance **user experience** and optimize communication process
- Contributed to **quality assurance** and **testing** using tools like **Jira** to identify bugs, enhance product performance, and improve product quality
- Delivered solutions to complex client requests and offered mentorship/training to colleagues utilizing **CRM software**

**Operations Manager** 2011 - 2012

#### Orient Express Bank

*Senior specialist of the bank office.*

- Led a team of 5 employees as a **senior specialist** at the bank office, overseeing client interactions, project coordination, and budget management
- Directed and **monitored the office performance**, focusing on efficiency and customer satisfaction, by training initiatives and process optimization
- Revamped the complete range of the bank's financial services to bolster **customer retention**
- Enhanced team collaboration skills by offering mentorship to employees via regular feedback, check-ins, and peer-to-peer **learning initiatives**

### PROFESSIONAL DEVELOPMENT/AFFILIATIONS

I am currently actively working on personal projects and studies, programming daily to enhance my portfolio and coding skills. I regularly write about my progress on my personal site and blog. I am proficient in English (Full Professional Proficiency) and French (Professional Working Proficiency).