

Dmitry Soukhov

CEO at "DAR" LLC

soukhov_dmitri@mail.ru

Summary

Program coordination

- * Successful experience of running own business
- * Successfully managed implementation of FRONTRANGE solutions in Russia.
- * Successfully managed implementation of GENESYS TELECOMMUNICATIONS solutions in MTS, TeleRoss (Golden Telecom), Alfa Bank.
- * Successfully managed implementation of DIGITAL EQUIPMENT CORPORATION solution (bank Information system) for Savings bank in Saratov
- * Successfully managed creation of demo pools and presented telecom solutions of DIGITAL EQUIPMENT CORPORATION, GENESYS TELECOMMUNICATIONS, CAYO COMMUNICATIONS and FRONTRANGE SOLUTIONS
- * Participated in set up of CAYO COMMUNICATIONS and FRONTRANGE SOLUTIONS Moscow representative offices (facilities set up, staffing, team building, internal policies development, software development & testing etc)
- * Manage educational activity for CAYO COMMUNICATIONS and FRONTRANGE SOLUTIONS (Moscow, London) both as supervisor and product trainer.

Functional summary

- * Over 10 years' management experience.
- * Strategic and tactical business planning
- * Law & Financial issues solving background
- * Excellent communication
- * Execution oriented
- * Strong IT technical background
- * Marketing and PR background
- * Dynamic leader and team builder, consistently motivating others toward success

Interested in a management position to utilize 10+ years experience in the IT industry. For future career development in the organization that will utilize and continue to build on the skills I have acquired

Specialties

- * Information technologies & Telecommunications

- * Educational services
 - * Business development
-

Experience

CEO at LLC "DAR"

April 2006 - Present (4 years 7 months)

- Defining the ideas of the business (Educational services, PR projects, Shows)
- Manage relationships with investors
- Hiring employees and building the team
- Strategic and tactical business planning
- Operations management

Developed a stable customer-oriented business.

Consultant/Product Trainer at FrontRange Solutions Inc

January 2005 - December 2006 (2 years)

Moscow

Main activity:

- * Consultations regarding FrontRange products (both technical and marketing aspects) - Call Centers, CRM
- * Quality Assurance activity
- * Training programs coordination in Russia and Europe (UK)
- * Middle-level management, staff coaching and consultancy
- * Run training courses both in Russia and abroad

Collect and share best practices of FrontRange products using both among internal staff and Customers.

Participating in new/existing employment needs of the Company involving hiring and coordinating of new staff, staff coaching etc.

As a leader in the application of standard project management technology and tools, I also coach, counsel, mentor and motivate Moscow office staff (SW programmers, project managers, pre-sales consultants, technical support staff etc

Technical Director at Cayo Communications

May 2001 - December 2004 (3 years 8 months)

Supervising and coordinating the setup of the Moscow representative office facility: LAN, Internet&Telephony, air conditioning, uninterruptible power supply, security system, computers purchase and upgrade – solutions analyze, overall coordinating. Local installing and maintenance (including recovery after fail-over) of Microsoft Exchange Server. Software upgrades activity coordinating.

Staff-related activity: hiring and coordinating of new staff, staff coaching etc.

Company policies development: Software development procedure, QA&Testing activity, Technical

support activity. Policies implementation.

Project management activity – scheduling, budgeting, staff coaching.

Corporate WWW site creating activity.

Collaborating with “Billing. Computer Telephony” magazine. Act as telecom expert in CTI solutions comparison project.

Completed Projects:

Mobile Tele Systems, IVR and Corporate Contact Center: Genesys software upgrade, installing of integrated Cayo IVR solution.

Alfa Bank, Self-service IVR system and Contact Center: Genesys Software maintenance, upgrade, technical support level 1 and 2, communicating with Genesys support level 3.

Creating of Cayo Calling Card solution: coordinating activity for this project in the Moscow office, interacting with potential Customers to clarify requirements.

TeleRoss (Golden Telecom), Contact Center: Genesys software upgrade, technical support level 1 and 2, communicating with Genesys support level 3.

Technical Director at Genesys Telecommunications

May 2000 - May 2001 (1 year 1 month)

Office resources planning. Includes projects implementing activity, office infrastructure maintenance activity and third party software and hardware integrating in proposed solutions.

Integrating with various third party hardware (Dialogic CTI boards, Nortel Meridian, Ericsson MD110, NEC Neax, Alcatel) and software (Oracle 7-9 databases, Microsoft SQL server, Microsoft Outlook).

Company's and Customer's engineers training.

Genesys IN solution (NIRVANA) certification project supervising.

Project Manager at Genesys Telecommunications

April 1999 - May 2000 (1 year 2 months)

Projects/activities:

Customized solutions based on Genesys products (Genesys Call Center) development, solutions deployment. Sales staff consulting regarding telecommunications and technical aspects of using Genesys software products.

Other activity: demo pool development, installing and maintenance. Created and presented pilot installations of Genesys products for potential customers.

Created and performed customer-oriented presentations.

Completed projects:

MTU-Inform, IN service platform, Contact Center: implementing of Genesys IN solutions (NIRVANA). Service platform installing and start up. Technical support level 1 and 2 activity.

MobileTeleSystems, Contact Center, IVR: Solution based on Genesys software creating. Solution included Contact Center running on SUN Solaris platform integrated with ORACLE database and Ericsson MD110 PBX. During project implementing intercommunications with MD110 manufacturer

was established to fix PBX bugs and install corresponded patches. Technical support level 1 and 2 activity.

TeleRoss (Golden Telecom), Contact Center, IVR system: Solution based on Genesys software creating. Solution included Contact Center running on Windows NT platform integrated with ORACLE database and Nortel Meridian PBX. Technical support level 1 and 2 activity.

Project Manager, Department of Network and Systems Integration at Digital Equipment Corporation, Russia

March 1998 - April 1999 (1 year 2 months)

Project: Savings bank in Saratov Information System creating. In charge of proposed solution development, project initiating, all project activity (schedule, payments and subcontractors' activity) coordinating and rollout. Project included delivery of Digital equipment (Alpha-based Digital Cluster, network switching equipment), third party equipment (leased-line modems, air conditioning system and UPS solution) and corresponded services. Project was finished on schedule and on budget in spite of 1998 default.

Other activities in this position: project plans creating and resources assessment for potential customers (Nestle, Coca-Cola, BashInformSvyaz etc).

Telecommunicating consultant, Department of Network and Systems Integrating at Digital Equipment Corporation, Russia

April 1997 - March 1998 (1 year)

Following activities took place: Materials regarding DIGITAL solutions for telecommunications industry (TeMIP (TMN), Pre-paid services for mobile networks (together with ORGA), Fraud management solutions, DecSS7) was prepared and published on corporate www site and in specialized magazine. Corresponded presentation materials was developed and presented during telecommunications events (Compete etc)

Senior telecommunications engineer at West Call Telecommunications

April 1996 - April 1997 (1 year 1 month)

In charge of telephony equipment activity, pre-sale support and customer service activity. Main area of competence: digital PBX switching systems (Ericsson MD110, Harris 20-20), switch-over from legacy PBX (ATSK 100/2000), using of leased-line equipment. The project included creating of global dial plan, development of telephony traffic routing rules, deployment of Universal service platform (Calling Cards service)

Sergeant at Military Service

May 1987 - May 1989 (2 years 1 month)

Military service in the Land Forces of USSR

Education

Moskovskij Gosudarstvennyj Institut Elektronnoj Tehniki (Tehniceskij Universitet)

Master of science (Honors degree), Computer science, 1986 - 1994

Educational center by A. Pligin

Certification, 2002

Dmitry Soukhov

CEO at "DAR" LLC

soukhov_dmitri@mail.ru



[Contact Dmitry on LinkedIn](#)