

Contact

www.linkedin.com/in/olganagdaseva (LinkedIn)

Top Skills

Leadership
Management
Project Management

Languages

English (Native or Bilingual)
Russian (Native or Bilingual)

Certifications

SQL
SAP
OnBase Proficiency Certificate

Honors-Awards

Winner, Top 25 Under 35 Movers and Shakers Award
HR Student of the Year

Publications

Corporate Social Responsibility & Sustainability Reporting: Creating Value for Shareholders and Society

Olga N.

Experienced IT Professional
Cleveland, Ohio

Summary

PROFESSIONAL BIO:

Olga Nagdaseva is IT professional with exceptionally strong international business background, and over five years of experience in IT. She is technology enthusiast who consistently demonstrates passion through presentations at national IT conferences, leadership in IT professional associations, volunteerism and mentorship for the local Cleveland tech community.

AREAS OF EXPERTISE:

Digital forensics, cyber security, software testing, Quality Assurance (QA), localization (I10n), internationalization (I18N), technical documentation, IT project management, data analytics.

ACADEMIC BACKGROUND:

Cleveland State University, AACSB Accredited Monte Ahuja College of Business. Cleveland, OH.

2014: Master of Business Administration (MBA): Operations and Supply Chain Management

2012: Bachelor of Business Administration (BBA): Management and Labor Relations/Human Resources

TECHNICAL CERTIFICATIONS:

SAP, Cleveland State University, Monte Ahuja College of Business Professional Development Center.

SQL, Cleveland State University, Monte Ahuja College of Business Professional Development Center.

OnBase Proficiency, Hyland Software.

Google IT Support Professional Certificate, Lorain County Community College [In progress]

Web Development/Programming Course (Python/Django), Django Girls Cleveland [In progress]

NETWORKING:

Olga is interested in networking with like-minded business and IT professionals on a global scale.

Experience

Digital Forensics Corporation

Senior Forensic Analyst

August 2016 - June 2018 (1 year 11 months)

Shaker Heights, OH

Department: Analytics

Positions:

Senior Forensic Analyst (November 2017 - June 2018)

Content Writer [Remote, Freelance] (August 2016 - November 2017)

- Conducted project management of security data breach incident reporting, security audits, and penetration test projects.
- Performed detailed forensic examination and analysis of computers, hard drives, mobile devices, and digital media.
- Managed report strategies, digital forensics/data recovery documentation.
- Produced forensic documentation for judicial proceedings, corporate reporting, and personal clients.
- Produced data recovery reports related to servers, hard drives, digital media, RAID arrays.
- Briefed investigators, attorneys, corporate clients on the aspects of forensic examination and explained detailed technical reports.
- Translated digital forensics/data recovery/data breach/security audit reports (Russian/English).
- Directed digital marketing media and corporate content projects.
- Served as a liaison for Engineering and Sales Departments.
- Mentored and managed employees at the Analytics Department.
- Participated in cross-departmental recruitment/interviews/onboarding initiatives.

Hyland

Senior Test Technician

October 2013 - November 2017 (4 years 2 months)

Westlake, OH

Department: Research & Development (R&D), International Quality Assurance Team

Positions:

Senior Test Technician (November 2015 – November 2017)

Test Technician (December 2014 – November 2015)

International Quality Assurance Associate (October 2013 – December 2014)

- Recognized as Peer of the Month (Quality Assurance).
- Nominated as Peer of the Year (Quality Assurance).
- Performed Software Localization (l10n) and Internationalization (i18n) of OnBase Software in 26 languages and 74 locales.
- Conducted manual software testing (exploratory, system, regression, compatibility, integration)/configuration/troubleshooting of web-based, desktop, and mobile applications.
- Created and maintained manual test cases/bug reports for products, features, and various international markets.
- Translated OnBase User Interface (UI), documentation, marketing collateral (Russian/English).
- Represented International QA team at agile/scrum/sprint/release meetings.
- Assisted with international customer issues/RFA's (Requests for Assistance).
- Managed and created content for International Quality Assurance Global Content Website.
- Collaborated with Global Marketing Department on content localization projects.
- Served as Subject Matter Expert (SME) for OnBase/EPIC/OnBase Healthcare mobile client applications (Android, Windows, iOS).
- Assisted with HR/IT Recruitment, including professional networking events, and on-campus college recruitment.

Emerson

Sourcing/Procurement Specialist (Co-Op)

August 2012 - January 2013 (6 months)

Elyria, Ohio

Department: Global Strategic Sourcing and Procurement

Position: Sourcing/Procurement Specialist (Co-Op) [Temporary Position]

- Participated in New Product Development Teams and Emerson Commodity Teams.

- Led international environmental compliance initiatives (REACH (Registration, Evaluation, Authorization & Restriction of Chemicals) and RoHS) on behalf of the department.
- Assisted with North American Supplier Transition Program
- Ensured ISO 9000 compliance by maintaining outside work quote files, reviewing supplier documentation.
- Supported Reverse Auctions (RA), generating over \$300K in organizational savings.
- Composed Outside Work ISO Compliance Training Manual.
- Represented Sourcing Department for New Product Development (NPD) Program.
- Engaged with Production Part Approval Process (PPAP) and Engineering Changes (EC)
- Participated in cross-functional supplier visits and price negotiation.
- Contributed to successful resourcing exit plans and supplier transitions.
- Conducted Ductile Iron Supplier Search and European Electronics Project for senior management.
- Worked consistently with suppliers to ensure quality and on-time delivery as part of the Supplier Business Improvement Team.

Cleveland State University Office of Treasury Services

Analyst/Student Assistant

August 2009 - March 2012 (2 years 8 months)

Cleveland/Akron, Ohio Area

- Department: Office of Treasury Services

Position: Analyst/Student Assistant [Temporary Position]

- Served as a member of Financial Aid, Student Receivables/Collections, Cashier's and Perkins Loan offices.
- Researched and resolved billing disputes, completed paperwork for collection process, and coordinated repayment agreements.
- Analyzed financial data, and generated internal reports for collections initiatives.
- Assisted the Director of Treasury Services with special projects related to specialty loan portfolio and collection initiatives.
- Trained new student employees in customer service and financial aid processing.

PNC Financial Services

Teller/Financial Sales

April 2008 - May 2009 (1 year 2 months)

Erie, Pennsylvania Area

Position: Teller/Financial Sales

- Worked at Kearsarge and Pine Avenue PNC Bank branches as a result of outstanding performance.
- Interpreted/translated financial services/documents (Russian/English).
- Fulfilled job duties of merchant teller/business banking sales.
- Identified sales opportunities, participated in cold calling/investment sales.

Victoria's Secret

Lead Sales Associate

August 2008 - March 2009 (8 months)

Erie, Pennsylvania Area

- Delivered outstanding customer experience.
- Contributed to sales as Lead Cosmetics Sales Associate.
- Trained new seasonal associates in customer service, effective sales techniques and corporate standards.

Education

Cleveland State University

Master of Business Administration (M.B.A.), Operations and Supply Chain Management · (2012 - 2014)

Cleveland State University

Bachelor of Business Administration (B.B.A.), Management and Labor Relations · (2009 - 2012)