

ERIC F. OLSEN

SOFTWARE ENGINEER AND DEVOPS HOBBYIST



EXPERIENCES

2022
|
2019

Software Engineer

Micro Focus

Provo, UT

- Recreated agent installer reducing install time from 25 minutes to 4 minutes, improving the upgrade path from requiring a full uninstall/reinstall to allowing a direct upgrade, and modernizing the look and feel
- Improved agent installer replacing Microsoft SQL Server database backend with PostgreSQL contributing to the reduced installation time and simplifying installation and uninstallation process
- Added features to, and improved stability of, new agent installer
- Created Java test cases for backend software
- Maintained GitHub repository and Jenkins build job

2019
|
2016

Data Migration Software Engineer Manager / Senior Software Engineer

Briostack

Lehi, UT

- Designed and implemented processes and procedures to migrate data from various source systems to Briostack software
- Architected and developed tools to automate the Export, Transform, Load process of migrating data from competitors' software to Briostack software
- Increased customer data migration efficiency tenfold from one customer per week to multiple customers per day
- Trained support and developers on their role in the aforementioned processes
- Mentored and communicated with software engineers regarding performance and results
- Collaborated with executives and department heads regarding data migration

2016
|
2011

Principal Technical Support Engineer

Symantec

Lindon, UT

- Collaborated with managers and developers to improve product
- Provided product and troubleshooting method trainings
- Trained engineers in common issues and mentored employees
- Documented known issues, best practices, and troubleshooting procedures
- Provided high- and low-level support for enterprise customers
- Last line of support, I fixed the problems nobody else could
- Generated script-based solutions for finding and resolving problems
- Managed many support cases and bug tickets simultaneously
- Worked with many high-profile, high-visibility customers

2011
|
2006

Support Engineer II / Senior Technical Support Engineer

Altiris / Symantec

Lindon, UT

- Supported Enterprise customers of Altiris Deployment Server
- Troubleshoot complex problems with unique solutions
- Created a script to assist colleagues in diagnosing common issues
- Created VBScript and AutoIt utilities to facilitate troubleshooting
- Documented known issues, best practices, and good troubleshooting procedures
- Managed many open support cases at any given time

2006
|
2006

Support Engineer I

Altiris

Lindon, UT

- Supported Enterprise customers of Altiris Deployment Server and Notification Server
- Maintained good relations with all Altiris customers

CONTACT INFO

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SKILLS

Javascript

Java

Docker

SQL Server

Linux

C#

Windows Installer

Agile

Git

RECOMMENDATIONS

"Eric is an exceptionally skilled and professional engineer who can tackle anything you put in front of him..."

- John Shaver
Fullstack Software Engineer.
Technical team lead at
Lightcast

"He has proven to be unassuming, honest, focused, intelligent and easily shares his knowledge."

- Douglas Jenkins
QA Automation Engineer II at
doTERRA

"He has the ability to really get an understanding of a problem, research it and find solutions."

- Roy Gappmayer
Business Administrator

"Eric is an extremely talented Data Engineer who has an advanced level of understanding of SQL and Database systems..."

- Vidyasagar Lakshmisha
Data Engineer at Briostack