ERIC F. OLSEN

SOFTWARE ENGINEER AND DEVOPS ENTHUSIAST

💼 EXPERIENCES

2022 | 2019

Software Engineer
Micro Focus   📍 **Provo, UT**

· Independently recreated agent installer reducing install time, and modernizing the look and feel
· Improved agent installer replacing Microsoft SQL Server database backend with PostgreSQL further reducing installtion time and simplifying installation and uninstallation process
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2019 | 2016

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
· 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
· Troubleshot 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

Troubleshooting
Self Motivation
Object-Oriented Programming
Effective Communication

🗄 Relational Databases
🐧 Linux
🐍 Python
Ⓒ C#
>_ Powershell
⊞ Windows Installer
🔄 Agile
ⴵ Git

RECOMMENDATIONS

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

- Vidyasagar Lakshmisha
  Data Engineer at Briostack

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

- Roy Gappmayer
  Business Administrator

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

- John Shaver
  Technical Co-Founder at ppl
  :)

"Eric is an exceptional engineer, he has the hard work assigned to him on a regular basis and always completed his tasks with positive stride…"

- David Martin
  Principal Technical Support Engineer at Symantec