



Jesper Madsen

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SUMMARY

A dedicated and hardworking software developer with years of experience as an IT-Supporter.

EXPERIENCE

Software technician, RSP Systems

Maintenance and development of software aimed towards improving the life quality of diabetics — 10.2016 - current

Teaching Assistant, University of Southern Denmark

Assisting in course, teaching "Design of Software systems" — 08.2015 - 01.2016

Teaching:

- From requirements through design to implementation.
- S.O.L.I.D & design patterns
- Distributed systems via WCF & Entity Framework, SQL-server.

IT-Support, Noa Noa

Remote support agent with responsibility for critical backend and frontend errors, f.x. payment terminals, POS equipment, hardware setup. — 08.2013 - 05.2015

IT-Support, GDF-Dispatcher & CTS, IBM

Dublin, Ireland — 03.2012 - 01.2013

As GDF Dispatcher I was responsible for organizing the team's resources, Trend analysis, convey charts and statistics for team and management.

As a CTS agent I worked as a focal point for multiple accounts within IBM, and was responsible for the last line of support before onhand technicians were deployed. Furthermore I worked with defect prevention, training of new IT-supporters and as a VIP contact person.

Accomplishments

- Employee of the month (04.2012)
- Developed a "php & VB-script"-tool that replaced their resource overview tool

EDUCATION

University of Southern Denmark

Bachelor of Software Engineering — 08.2013 - 06.2016

SKILLS

- Object oriented software development in Java & .NET/C#
- Database design & programming
- Software project & team management