

LASSE PLADSEN

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EDUCATION

University of Oslo

Oslo, Norway

Bachelor's degree in Physics and Astronomy

August 2021 - current (June 2024)

Developed skills in physics, numerical modelling, analysis, machine learning, with top grades.

Lillehammer north high school extension

Lillehammer, Norway

Higher Education Entrance Qualification

August 2019 - July 2021

One year of high school extension for university qualification, and one year of teaching myself all necessary remaining courses for physics bachelor qualification

Trade certificate: ICT Service Operations

Lillehammer, Norway

Passed the trade certificate of apprenticeship at the IT department of the

August 2017 - June 2019

Inland Norway University of Applied Sciences.

Work and studies at the university's IT department, first and second line help desk.

WORK EXPERIENCE

Talkmore

Oslo, Norway

Customer service representative

June 2022 - August 2022

- Protected client relationships through proactively mitigating escalations
- Facilitated positive outcomes through problem-solving a variety of fail states
- Received allocates for management of client relationships and maintaining Key Performance Indicators

Inland Norway University of Applied Sciences

Lillehammer, Norway

IT apprentice

August 2017 - June 2019

- Provided instruction to a variety of stakeholders to assist in end-user requirements.
- Demonstrated flexibility through supporting team members in a variety of capacities as demanded by the circumstances
- Reinforced technical skills through successfully passing ICT-service certificate.

Norwegian University of Science and Technology

Gjøvik, Norway

Work experience program: ICT-service.

March 2017

- Assisted stakeholders in addressing process bottlenecks and other potential concerns.

Karriere Oppland

Lillehammer, Norway

Work experience program: ICT-service

October 2016

- Maintained relationships with clients through assisting in meeting specific requirements and resolution of pain points

SKILLS

Languages: Norwegian (native), English

Programming Languages: Python, Java, Matlab

Others: GitHub