

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

Apprentice in ICT service operations

August 2017 - June 2019

- Mastered hectic environments by providing full time IT support to students and employees.
- Always on demand by mastering the university's technical systems.
- Learned the importance of structure and standards by being responsible for setting up every new workstation.
- Demonstrated flexibility through supporting team members in a variety of capacities as demanded by the circumstances
- Reinforced technical skills through successfully passing the trade certificate in ICT service operations.
- Learned responsibility by teaching and mentoring the younger apprentices.

Norwegian University of Science and Technology

Gjøvik, Norway

Work experience program: ICT-service.

March 2017

- Learned how to tackle hectic support environments by supporting students and employees in their IT needs.

Karriere Oppland

Lillehammer, Norway

Work experience program: ICT-service

October 2016

- Demonstrated quick learning by supporting employees for a small local company in their IT needs.

SKILLS

Languages: Norwegian (native), English

Programming Languages: Python, Java, Matlab

Others: GitHub