LASSE PLADSEN

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EDUCATION

University of Oslo	Oslo, Norway
Bachelor's degree in Physics and Astronomy	August 2021 - current

Physics, numerical modelling, analysis, machine learning

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

Inland Norway University of Applied Sciences	Lillehammer, Norway
High school apprentice program: Apprentice of ICT-service operations	August 2017 - June 2019

Work and studies at the university's IT department, first and second line help desk.
Passed ICT-service certificate.

WORK EXPERIENCE

Talkmore (Telenor Norge AS)	Oslo, Norway
Customer service representative	June 2022 - August 2024

- 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 University of Applied Sciences Lillehammer	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

Programming Languages:	Python, Java, Matlab
Languages:	Norwegian (native), English