



Oliver Ravnkilde

CONTACT ME

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EDUCATION

Computer Science (AP Degree)

Copenhagen Business Academy, Lyngby

Graduated with a degree in
Computer Science from CPH
Business Academy in October
2024.
2022 – 2024

Higher Preparatory Examination

VUC/HF Hvidovre, Hvidovre

Completed HF in the summer of
2020.
2018 – 2020

Gastronomy

Kokkeskolen, Valby

Graduated with an award of
recognition (Bronze Medal) for
outstanding performance as a
certified chef.
2013 – 2017

WORK EXPERIENCE

Student Assistance

March 2024 – March 2025

Gn Store Nord, Ballerup

In my role as a student assistant in the Service Desk, EMEA, I was responsible for resolving onsite IT-related issues, handling incidents, requests, and tasks. My primary focus was on assisting customers who came with a variety of IT challenges, which required adaptability and a solution-oriented approach. I worked with the ServiceNow platform to manage tickets and ensure quick resolution of issues such as hardware malfunctions, Outlook and Teams problems, and access issues with GN resources. Additionally, I handled Telia-related cases and assisted in ordering products through our internal service portal. This role gave me valuable experience in customer service, troubleshooting, and research, as well as in managing multiple tasks efficiently.

Internship

January 2024 – March 2024

Gn Store Nord, Ballerup

During my internship in the Digital Experience department, which is an international team with members in Ukraine, Poland, and Denmark, I gained hands-on experience in handling bug fixes, implementing changes, and managing functional requirements from various departments. I contributed to the development and maintenance of key platforms like Jabra.com, BlueParrott, and the GN website.

My tasks included frontend development for the support websites, where I handled feature implementation and collaborated in the Pull Request process, focusing on code quality and constructive feedback. I actively participated in Scrum meetings, worked cross-functionally with stakeholders, and gained valuable insights into the importance of peer reviews and the deployment pipeline.

SKILLS

- **Backend Development:** Java (including API setup), Python, Flask (microframework)
- **Database Management:** SQL, JDBC
- **Frontend Development:** HTML, CSS, JavaScript, React, Angular
- **Operating Systems:** Familiar with Linux and Windows systems
- **Cybersecurity Tools:** Kali Linux and its pre-installed frameworks/scripts (Nmap, Gobuster, Hydra, Metasploit, etc.)
- **Development Environments:** Familiar with Visual Studio Code, IntelliJ, and MySQL Workbench
- **IT Service Management:** ServiceNow and customer support in IT service desk
- **Agile Development:** SCRUM

LANGUAGES

Danish

Fluent in speaking and writing

English

Fluent in speaking and writing

PROJECTS

Package Management System

As part of my education, I developed an automated package management system aimed at improving the efficiency of handling IT equipment orders within GN's service desk. The existing manual process for processing packages was time-consuming and prone to errors, affecting the speed and quality of service provided by the IT department. My project involved creating a system that integrates Flask and Python for backend processing, while leveraging OCR technology to extract relevant information from generated PDF documents. The system automates key processes, such as generating delivery notes and renaming files based on the extracted information. Additionally, the project includes a dynamic Single Page Application frontend that allows service employees to easily manage tasks like uploading, generating, and printing PDFs within the web application. The implementation of this system is expected to reduce errors, improve processing speed, and free up resources, leading to more efficient and accurate service for employees and customers.

I can also provide a detailed report of the system's documentation, which is written in Danish.

REFERENCES

Tommy Skøtt

GN / Head of Global IT Service Desk

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Johannes Bertelsen

GN / Senior IT Support Specialist

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