**Resume of Bjørn Mathisen**

**Minneapolis, MN**

As an IT professional of 2 years, I’ve worked as a Service Desk Specialist, Technical Trainer, Team Lead and Software Engineer. My duties have involved installs, repairs, configurations, maintenance, troubleshooting networks and software issues all within fast paced corporate environments.

**Skills:** Debugging, Programming, Communication, using a CRM daily, facilitating repairs and working independently.

**Experience**

**Micro Center**

IT Deskside Support / 1nd Tier Support Technician

November 2019 – Present

* Provided the following support:
* Hardware: Dells, Hp, Alienware, Lenovo, CyberPower, PowerSpec, Acer and Custom Computers.
* Used inhouse software to manage inventory, parts replacements and repairs.
* Dealt with encrypted drives using Bitlocker and HP Drive Encrypt.
* Troubleshoot network connectivity issues relating to firewalls, software or hardware issues.
* Use command line tools for all troubleshooting in PowerShell, Bash and Linux.
* Memory upgrades, HDD replacements, data transfers, OS installs are done several times a week.
* Organized, planned and made routines of commonly needed software installations / updates.

**Zerma**

Data Analyst / Python Programmer

February 2019 – May 2019 - Contract

* Worked independently to analyze the problem and came up with a viable solution to solve the company’s data organizational needs.
* Wrote a python web crawler using the libraries Requests combined with Beautiful Soup to extract customer contact information into XML data.
* Created a RDBMS database hosted on AWS and wrote queries to join and merge the data.
* Used advanced database techniques to remove 76% of the inaccurate information.
* Use Microsoft Access, a database integration software to create a non-technical interactable way to view the data by clients for improved workflow.

**Bio Engineering**

Field Technician

January 2019 – July 2019 - Contract

* Worked in teams of two to install, transport, and assemble large industrialized sized machinery according to blueprints and schematics.
* Used electrical diagrams to troubleshoot/debug and wire complex control panels.

**Martina Carter**

Web Programmer

August 2019 – December 2019

* Worked directly with client to design and build a custom website hosted on WordPress, using JavaScript, HTML, and Bootstrap.

**Principia College**

Software Engineer Undergrad

2014 - 2018

* Participated in three month simulated scrum teams to develop software in two-week sprints according to client specifications.
* Wrote software in C# for the school club organizations to handle budgeting and administrative needs hosted with in house servers.
* Wrote a compiler using C# to compile Mod 2 into MASM32 assembly.
* Developed a chatting application using a custom-made python UDP server and accompanying GUI.
* Debugged numerous programs to strict specifications using unit testing in Java, C++ and C#.
* Wrote a forum website using the waterfall method and basic HTML for graphics.