

CURRICULUM VITAE

Name	Casper Gade
Nationality	Danish
Date of birth	24 th august 1991
Resides	Weesp (Relocation is an option)
Tel.	+31 (0) 631077619
Email	casper.boef.gade@hotmail.com
Languages	Danish Native English fluent/near native
Education and	2007 – 2011 Higher Technical Exam, Major in Communication IT (3D College)
Hobbies	Modding, upgrading and restoring consoles, computers and phones.

Career history 05/2018 – Now

Eagle Eye Networks

Technical Support Engineer

- Working primarily on Linux, but have experience in troubleshooting Linux, Windows and Mac machines.
- Troubleshooting bridge, CMVR and cameras physical connectivity over Coax, IP and analog connections.
- Investigating and analyzing hardware failures, then preparing them for remanufacturing and QC testing.
- Assembling new server grade hardware to be installed and shipped to customer locations.
- Setting up and configuring cameras (brands include Panasonic, Sunell, Dahua, Hikvision and Axis).
- Configured part of the ticketing system for support (Zoho Desk) by creating email and ticket templates, case specific reports and multiple automation rules to manage our tickets globally.
- Created and implemented a problem escalation process from support to development, while working closely with the development team and the Head of Engineering.
- Managed and investigated escalated issues from all EMEA support members, providing troubleshooting steps and relaying urgent issues in a weekly operations meeting based on priority.
- Managing SLA, AHT, Call & Case Quality, while also being responsible for my time management.
- Travelling to customers locations in Europe to train distributors and their staff to sell, install, use and troubleshoot our equipment. Locations included going to the UK, France and Denmark.
- Providing product onboarding and in-depth training for distributors or resellers.
- Setting up various Linux scripts to improve and automate the support aspect of our jobs. This included typing one word to update, install and run an internally developed remote control application.
- Creating and updating documents in both confluence and Jira to proactively assist colleagues globally with troubleshooting issues.

11/2016 – 05/2018

Idexx Europe B.V.

Customer Support Consultant 2

- Working primarily on Windows 10, but have experience in troubleshooting Windows and Mac machines.
- Troubleshooting analyzer failures, setting up and configuring any and all Idexx equipment.
- Troubleshooting Wired/Wireless issues, configuration of various routers(mainly dualband), Netgear, Buffalo and TP-Link.
- Managing SLA, AHT, Call & Case Quality, also being responsible for my time management.
- Providing medical instructions and advice on how to prepare/run blood, urin and other body fluids.
- Analysing customers results from various analysers, verifying quality control and sample preparation.

04/2015 – 10/2016

SONOS Europe B.V.

Technical Support Agent, Customer Care

- Worked exclusively on Windows 10, while troubleshooting Windows and Mac machines.
- Answering calls, making sure the ultimate experience is always applied for every customer.
- Setting up SONOS equipment and ensuring full product stability.
- Troubleshooting Wired/Wireless issues, configuration of various routers(mainly dualband) and switch models.
- Managing SLA, AHT, Call & Case Quality, also being responsible for my time management.
- Providing support on many different platforms, Windows, Android & Apple products. PC's, Phone's and Tablet's.

08/2014 – 03/2015

Hewlett Packard Leixlip

Response Center Engineer

- Working primarily on Windows 7, but have experience in troubleshooting Linux, Windows, Windows Server and Mac machines.
- Hard-, firm- and software troubleshooting for enterprise customers in the NER EMEA region.
- Being responsible for my own performance on an individual basis as well as working with a team.
- Managing SLA, AHT, Call & Case Quality, also being responsible for my time management.
- Working with Proiliant Server Series: ML, DL and BL server infrastructures.
- Converged infrastructure componentes such as Virtual Connect, HyperV, VMware.
- Ticketing experience. Logging calls, Chase and escalations, troubleshooting. Remote connect experience.
- Windows, Linux and ESXi installations.- Collaboration with onsite technician and GCC engineers in developing and implementing solutions to technical problems.

06/2014 – 08/2014

Activision

Game Tester

- Translating Text in images and subtitles according to sound recorded.
- Checking bugs in both game and sound.
- Logging tickets with game developers, chasing tickets and making sure it is within SLA.
- Being responsible for quality in regards to gameplay/listening experience in the games.
- Having tested the game over various gaming platforms, such as Xbox One, Xbox 360, Playstation 3, Playstation 4, Nintendo Wii, Nintendo Wii U and Nintendo 3DS.
- Being able to work under pressure, minimizing stress in regards to reaching product completion on target date.

04/2013 – 06/2014

CPL at Hewlett Packard Leixlip

Technical Support Analyst

- Ticketing experience, Logging calls, Chase and escalations, troubleshooting.
- Remote connect experience.
- Liaising with teams regarding ongoing cases and reporting to Incident life cycle supervisors.
- Attend operation meetings with Teams Leads, Senior Team Lead and Human Resources regarding overall performance.
- Providing Induction Training, refresher training and Side by Side training to new agents for Akzo Nobel.
- Experience with VPN, Workstations, Servers, Exchange Server, Citrix, Active Directory, devices, software, hardware, Microsoft Office suites.
- Internal applications for the Akzo Nobel.
- Being responsible for my own performance on a individual basis as well as working with a team.
- Managing SLA, AHT, Call & Case Quality, also being responsible for my time management.

08/2011 – 02/2012

Danish Emergency Management Agency

- Advanced training in CPR.
- Chemical Cleansing and processing bombs containing nerve gas.
- Digging and enforcing tunnels for rescuing trapped people and animals.
- Building various structures for lifting and moving heavy objects.
- Expertise in diving into burning buildings and moving people safely out.
- Experience in cutting and opening automobiles for trapped subjects.
- Experience in talking to subjects in shock and calming.
- Being backup team captain on training exercises.
- Managing crossfit team for scheduled training.
- Flexible and aware that accidents and shift changes do happen.

- Obtained drivers licence for trucks and crane certificate 8 ton/meter.
- Advanced level of water cannon handling.

01/2008 – 12/2009

Fakta A/S

- Dealing with customers & handling complaints.
- Providing a high standard of service.
- Assistant manager for signs and product placement.
- Experience in till handling.
- Stock maintenance and product management.
- Health and hygiene of shop floor.
- Manual handling.