

JASON OSTERGREN

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Full Stack Engineer

Experienced IT Professional and coding enthusiast with 9+ years supporting customers in large and small organizations. Proven ability to learn new technology in order to solve complex problems.

TOOLSET

JavaScript | HTML | CSS | MongoDB | Express | React | Node | SQL | MySQL

SPECIALIZED TRAINING

University of Minnesota, Minneapolis, Minnesota

Certificate Completion: 10/28/2019

Coding Bootcamp

- Certification in Full Stack Web Development.

PROFESSIONAL EXPERIENCE

Code42 Software, Minneapolis, Minnesota

May 2016—Mar 2019

Technical Support Agent, 11/2016 - 3/2019

Contractor, 5/2016 - 11/2016

- Supported consumer and small business customers using Code42's software CrashPlan
- Used OSX terminal commands to analyze client/server logging using regular expressions
- Utilized VSPHERE/VMWARE to troubleshoot CrashPlan in different virtual environments
- Gathered client/server information and escalated issues using JIRA

Optum, Minneapolis, Minnesota

Nov 2015—Apr 2016

Technical Support Contractor

- Provided technical support for incoming calls in a large contact center assisting 250+ employees weekly
- Resolved first level technical issues using knowledge-based troubleshooting
- Logged support tickets using HPSM (Hewlett Packard Service Manager)
- Supported domestic and international clients using Bomgar remote desktop software

Target Corporation, Minneapolis, Minnesota

Sep 2011—Jul 2014

Client Support Specialist III

- Provided technical support for 400 Target employees in a large contact center
- Utilized a knowledge base to diagnose and troubleshoot applications and hardware
- Developed a Best Practice for handling non telephone contacts, which was used by the entire department
- Documented and tracked requests, problems, and actions per defined processes in HPSD/ServiceNow

Target Corporation, Minneapolis, Minnesota

Dec 2006—Sep 2011

Senior Credit Advisor

- Collected on Target's past due RedCard, averaging 50 calls daily
- Adhered to FDCPA guidelines recognized for outstanding quality and compliance
- Exceeded department goals by 11% by improving handling of incoming calls
- Shared best practices resulting in 3% more promises kept by our customers

Hennepin Faculty Associates (HCMC), Minneapolis, Minnesota

Nov 2001—Jun 2006

Computer Applications Specialist

- Facilitated the transition to an Electronic Health Record system
- Developed SQL queries for transferring data to the new system
- Lead a team of clinic leaders and clerical staff through converting 7700 patients into the new system
- Established Active Directory and desktop user provisioning (assigned user permissions)

EDUCATION

University of Minnesota, Minneapolis, Minnesota: Bachelors of Science, Computer Science (3 years completed)