JASON OSTERGREN

Maple Grove, MN 55369 │612-282-2704 │ jason.ostergren79@gmail.com │ www.linkedin.com/in/jasonostergren

SOFTWARE DEVELOPER/ENGINEER

Detail-oriented IT Professional with 9+ years of experience supporting customers for corporate and medium/small companies utilizing a myriad of software and hardware applications. Extensive background working inside and out of the ITSM/ITIL structure. Familiar with third level support roles, escalations, and incident, problem and change management. Proven ability to learn new technology and tackle complex problems.

TECHNICAL SKILLS

Windows Desktop │ Windows Server 2016 │OSX │Linux │iOS │Android │SQL │CISCO│VPN │
RDP │SCCM │RSA │ HTML│ CSS │ Java

SPECIALIZED TRAINING

University of Minnesota, Minneapolis, Minnesota   Expected Completion 10/28/2019
Coding Bootcamp
- Prep work towards accreditation in Full Stack Web Development with coursework in HTML, CSS, Java

PROFESSIONAL EXPERIENCE

Code42 Software, Minneapolis, Minnesota   May 2016─Mar 2019
Technical Support Agent, Code42 Software 11/2016 - 3/2019
Contractor, Code42 Software 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 to engineering 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)