**JASON OSTERGREN**

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**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)