Terje Mikal Espedal

Digital Marketer & Data Scientist

I love puzzles, exploration and learning. Passionate about Data Science, Technology and video games.

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DATA ANALYSIS EXPERIENCE

Customer Service Manager
Comdata

02/2020 - 03/2021   *Paris*

Achievements/Tasks
- Automated CRM entry using Salesforce API increasing customer handled per day by 100%.
- Debugged technical issues with EVs remotely leveraging APIs and tools for over 2000 customers.
- Examined CRM data of more than 10.000 cases to improve and automate response time.

Digital Transformation Consultant
Oslo Metropolitan University

02/2017 - 07/2019   *Oslo*

Achievements/Tasks
- Lead project "A Better Digital Student Experience'' to enhance student experience and increase efficiency of services. Successfully pitched for key stakeholders to receive follow up funds.
- Represented University on 3 collaborative National digital transformation projects implementing new tools for more than 25.000 students and 2000 staff members.
- Managed database of more than 100.000 students, analyzed exam data, created dashboards for key stakeholders in Tableau to replace manually prepared excel reports.

Contact : Royne Kreutz - royne.kreutz@oslomet.no

EDUCATION

MSc in Digital Marketing & Data Science
emlyon business school

08/2021 - Present   *Paris*

Courses
- Programming using Python, R, SQL, HTML, Javascript.
- Digital marketing with Google analytics, google data studio, Semrush, PowerBI.
- Machine Learning, Deep Learning, data visualization, NLP, text mining.
- New business models, digital business strategies, digital ethics.

Master in Comparative Politics
University of Bergen

08/2008 - 06/2012   *Bergen*

Courses
- Quantiative and qualitative methodologies
- Organizational theory

SKILLS

Python | R | SQL | Project management | Jira
Agile | PowerBI | Google Data Studio | Tableau
Google Analytics | Docker | Linux | Machine Learning
Git | SAP

PROJECTS

Video game review dashboard in R (01/2022 - Present)
- Apply R shiny to build a video game review dashboard from scratch.
- Provide user driven analysis of games and gaming companies.

Umigon NLP sentiment (Research project) (01/2022 - Present)
- Apply lexical approach to NLP to create a nocode sentiment solution using Python and Java.
- Create a Python script to collect tweets using the Twitter API.

Xbox Gamepass catalogue data (06/2022 - Present)
- Apply Python to get unstructured data from the Xbox store API on all games included in the gamepass catalogue.
- Provide downloadable dataset of review scores and information about games in the gamepass catalogue.

CERTIFICATIONS

Microsoft Azure ML Data Scientist certification
 (05/2021 - Present)

Datacamp Professional Data Analyst (03/2022 - Present)

LANGUAGES

Norwegian   ●●●●●
English   ●●●●●
French   ●●●●○

INTERESTS

Technology | Video Games | Running | Cooking
Puzzles | Hiking | Home automation