



# Mike Lofgren

## Technical Support Specialist

503-833-2343  
mikeylofgren@gmail.com

[Portfolio](#)  
[Bend, OR](#)

[Github](#)

## Professional Summary

Innovative technical professional with 5 years of experience in web technologies and workflow optimization. Skilled in problem-solving and cross-team collaboration. Eager to advance skills and grow a career in software.

## Professional Experience

### Product Support Associate Level 3

OpenSesame  
May 2020 – Present

- Maintain strong relationships and provide support to admins, learners, and internal employees via chat, phone, email and Zoom.
- Utilize technical foresight and product knowledge to identify potential issues and proactively de-escalate them.
- Implement software to improve Support's workflows.
- Communicate effectively and collaborate with cross-functional teams to ensure customer needs are met.
- Customer-focused, relationship driven, and always ready to help.

### Beer and Wine Specialist

New Seasons Market  
March 2010-May 2019

- Effectively communicated with customers, wine reps and distributors via email, phone and in person.
- Delighted customers with the highest level of customer service by gaining knowledge of wine and beer from around the world and helping them find the best bottle for sharing or celebrating.
- Worked together as a team to make day to day operations run smoothly by communicating effectively with upper management

## Education

### React, Ruby on Rails Track

Epicodus  
Graduated: 2019

- Completed the React and Ruby on Rails track at Epicodus in 2019, where I gained hands-on experience building web applications. Developed full stack projects, enhancing my problem solving and communication skills. The program helped to solidify my foundation in front-end and back-end development.

### Yamaha, BMW, Suzuki Certified

Motorcycle Mechanics Institute  
Graduated: May 2008

- Certified by Yamaha, BMW, and Suzuki at the Motorcycle Mechanics Institute. Gained hands-on experience with diagnostics, repair, and maintenance of complex motorcycle systems.

## Volunteering

### Central Oregon Trail Alliance

Trail Maintenance

### Meals On Wheels

Lunch Ambassador

## Skills

- Product Knowledge
- Programming
- AWS
- Problem Solving
- Security Fundamentals
- Mentorship
- Looker
- AI Bot Building