

Terje Mikal Espedal

Data Science & Digital Marketing student

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

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WORK EXPERIENCE

Customer Service Manager Comdata

02/2019 - 03/2020

Paris, France

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 find areas of improvement and automaton

Senior Advisor Digital Transformation OsloMet

02/2017 - 07/2020

Oslo, Norway

Oslo Metropolitan University

Achievements/Tasks

- Lead project "A Better Digital Student Experience" identifying 3 areas of improvement receiving funding for follow up projects.
- Represented University on 3 collaborative National digital transformation projects implementing 3 new tools for more than 25.000 students and 2000 staff members.
- Managed database of more than 100.000 students and analyzed data and created dashboards in Tableau and made reports for key stakeholders.

EDUCATION

MSc in Digital Marketing & Data Science emlyon business school

08/2021 - Present

Paris, France

Master Comparative Politics University of Bergen

08/2007 - 06/2012

Bergen, Norway

Courses

- Focus on statistics and quantitative methodology

SKILLS

R

Python

SQL

Project management

Git

Jira

Agile

PowerBI

Google Data Studio

Tableau

Digital Marketing

Deep Learning

PERSONAL PROJECTS

Brightspace Downloader (09/2021 - Present)

- Used Python and bash scripting to get data from Emlyon's brightspace courses and saving to OneDrive
- Send notifications on Discord giving cohort updates on new content and easy access to all course content in one place

Gamepass catalogue data (07/2021 - Present)

- Applied Python to get data from the Xbox store on all games included in gamepass catalogue.
- The aim is to provide an easy way to examine data about gamepass games including review scores from Opencritic.

LANGUAGES

English

Full Professional Proficiency

French

Professional Working Proficiency

Norwegian

Full Professional Proficiency

INTERESTS

Technology

Games

Running

Cooking

Hiking

Home Automation

Puzzles