

# 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 Openritic.

## LANGUAGES

English

Full Professional Proficiency

French

Professional Working Proficiency

Norwegian

Full Professional Proficiency

## INTERESTS

Technology

Games

Running

Cooking

Hiking

Home Automation

Puzzles