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*

Courses

- Programming using Python, R, SQL, HTML, Javascript.
- Google analytics, google data studio, Semrush, PowerBI.
- Machine learning, deep learning, data visualization, NLP, text mining.

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

PROJECTS

Umigon NLP sentiment (Research project) (01/2022 - Present)
- Used a lexical approach to NLP to create a nocode sentiment solution using Python and Java.
- Headed by Prof. Clément Levallois at emlyon business school.

Stock inventory predictions using deep learning (01/2022 - Present)
- Used deep learning in Python keras to model and predict stock inventory.
- Headerd bu Prof. Yacine Rekik at emlyon business school.

Brightspace Downloader (09/2021 - Present)
- Used Python and bash scripting to get data from Emlyon's brightspace courses using selenium 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 unstructured data from the Xbox store API 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