

ERIC F. OLSEN

SENIOR SOFTWARE ENGINEER AND DEVOPS ENTHUSIAST

EXPERIENCES

- 2019
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2016
- **Senior Software Engineer / Team Lead**
Briostack 📍 Lehi, UT
- Design and implement processes and procedures to migrate data from various source systems to Briostack software
 - Architect and develop tools to automate the ETL process of migrating data from competitors' software to Briostack software
 - Increased customer data migration efficiency tenfold from one customer per week to multiple customers per day
 - Train support and developers on their role in the aforementioned processes
 - Collaborate with executives and department heads regarding data migration
- 2016
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2011
- **Principal Technical Support Engineer**
Symantec 📍 London, UT
- Collaborate with managers and developers to improve product
 - Provide product and troubleshooting method trainings
 - Train engineers in common issues and mentor employees
 - Document known issues, best practices, and troubleshooting procedures
 - Provide high- and low-level support for enterprise customers
 - Last line of support, I fix the problems nobody else can
 - Generate script-based solutions for finding and resolving problems
 - Manage many support cases and bug tickets simultaneously
 - Work with many high-profile, high-visibility customers
- 2011
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2006
- **Support Engineer II / Senior Technical Support Engineer**
Altiris / Symantec 📍 London, UT
- Support Enterprise customers of Altiris Deployment Server
 - Troubleshoot complex problems with unique solutions
 - Created a script to assist colleagues in diagnosing common issues
 - Created VBscript and Autolt utilities to facilitate troubleshooting
 - Document known issues, best practices, and good troubleshooting procedures
 - Manage many open support cases at any given time
- 2006
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2006
- **Support Engineer I**
Altiris 📍 London, UT
- Support Enterprise customers of Altiris Deployment Server and Notification Server
 - Maintain good relations with all Altiris customers

CONTACT INFO

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SKILLS

Troubleshooting
Self Motivation
Object-Oriented Programming
Effective Communication

🗄 Relational Databases
🐧 Linux
🐍 Python
📄 C#
📄 C++
👉 Powershell
🔑 Git
🔄 Agile

RECOMMENDATIONS

"Eric is extremely talented Data Engineer who has an advanced level of understanding of SQL and Database systems..."

- Vidyasagar Lakshmisha
Data Engineer, Briostack

"Eric... quickly gains new skills that are required for any task."

- Kevin Kappen
Support Technician,
AccessData

"Eric's can-do attitude, capacity to understand an issue, ability to prioritize and willingness to assist was a major factor in the success of our Asia-Pacific based support team and global support as a whole."

- David Garbutt
Desktop Systems Engineer,
University of New S. Wales

"Eric is an exceptionally skilled and professional engineer who can tackle anything you put in front of him..."

- John Shaver
Technical Co-Founder, ppl :)