

# ERIC F. OLSEN

SOFTWARE ENGINEER AND DEVOPS HOBBYIST

## EXPERIENCES

- 2022  
|  
2019
- Software Engineer**  
Micro Focus Provo, UT
    - Recreated agent installer reducing install time, and modernizing the look and feel
    - Improved agent installer replacing Microsoft SQL Server database backend with PostgreSQL further reducing installation time and simplifying installation and uninstallation process
    - Added features to, and improved stability of, new agent installer
- 2019  
|  
2016
- Senior Software Engineer**  
Briostack Lehi, UT
    - Designed and implemented processes and procedures to migrate data from various source systems to Briostack software
    - Architected and developed tools to automate the Export, Transform, Load 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
    - Trained support and developers on their role in the aforementioned processes
    - Collaborated with executives and department heads regarding data migration
- 2016  
|  
2011
- Principal Technical Support Engineer**  
Symantec Lindon, UT
    - Collaborated with managers and developers to improve product
    - Provided product and troubleshooting method trainings
    - Trained engineers in common issues and mentored employees
    - Documented known issues, best practices, and troubleshooting procedures
    - Provided high- and low-level support for enterprise customers
    - Last line of support, I fixed the problems nobody else could
    - Generated script-based solutions for finding and resolving problems
    - Managed many support cases and bug tickets simultaneously
    - Worked with many high-profile, high-visibility customers
- 2011  
|  
2006
- Support Engineer II / Senior Technical Support Engineer**  
Altiris / Symantec Lindon, UT
    - Supported Enterprise customers of Altiris Deployment Server
    - Troubleshot complex problems with unique solutions
    - Created a script to assist colleagues in diagnosing common issues
    - Created VBscript and Autolt utilities to facilitate troubleshooting
    - Documented known issues, best practices, and good troubleshooting procedures
    - Managed many open support cases at any given time
- 2006  
|  
2006
- Support Engineer I**  
Altiris Lindon, UT
    - Supported Enterprise customers of Altiris Deployment Server and Notification Server
    - Maintained good relations with all Altiris customers

## CONTACT INFO

- <https://ericolsen.us>
- ericolsen
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## SKILLS

Troubleshooting  
Self Motivation  
Object-Oriented Programming  
Effective Communication

- Relational Databases
- Linux
- Python
- C#
- Powershell
- Windows Installer
- Agile
- Git

## RECOMMENDATIONS

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

- John Shaver  
Fullstack Software Engineer.  
Technical team lead at  
Lightcast

"He has proven to be unassuming, honest, focused, intelligent and easily shares his knowledge."

- Douglas Jenkins  
QA Automation Engineer II at  
doTERRA

"He has the ability to really get an understanding of a problem, research it and find solutions."

- Roy Gappmayer  
Business Administrator

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

- Vidyasagar Lakshmisha  
Data Engineer at Briostack