

ERIC F. OLSEN

SOFTWARE ENGINEER AND DEVOPS HOBBYIST

EXPERIENCES

Present
|
2023

eBanking Programmer FPS GOLD

Provo, UT

- Successfully optimized caching processes in two key areas of eBanking software, resulting in reduced memory consumption, and performance enhancements
- Pioneered the foundational work to enable full multilingual support across our entire software platform
- Developed a C# service utilizing RabbitMQ for scalable retrieval and validation of user and bank account permissions
- Transformed numerous web pages and components from relying on hard-coded text to utilizing database-retrieved values, allowing for seamless multilingual content presentation
- Innovatively enhanced user experience by developing a Javascript method utilizing jQuery to dynamically add password reveal functionality to password fields across all pages, eliminating the need for manual intervention and ensuring consistency for current and future fields
- Enhanced the multilingual compatibility of a core service
- Expedited the resolution of a long-standing work order that had been pending for months
- Significantly upgraded an in-house software application, enabling advanced search and sorting capabilities, and improving the handling of names for more effective use

2022
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2019

Software Engineer Micro Focus

Provo, UT

- Recreated agent installer reducing install time from 25 minutes to 4 minutes, improving the upgrade path from requiring a full uninstall/reinstall to allowing a direct upgrade, and modernizing the look and feel
- Improved agent installer replacing Microsoft SQL Server database backend with PostgreSQL contributing to the reduced installation time and simplifying installation and uninstallation process
- Added features to, and improved stability of, new agent installer
- Created Java test cases for backend software
- Maintained GitHub repository and Jenkins build job

2019
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2016

Data Migration Software Engineer Manager / 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
- Mentored and communicated with software engineers regarding performance and results
- Collaborated with executives and department heads regarding data migration

2016
|
2011

Principal Technical Support Engineer Symantec

London, 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

London, UT

- Supported 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 AutoIt utilities to facilitate troubleshooting
- Documented known issues, best practices, and good troubleshooting procedures
- Managed many open support cases at any given time

CONTACT INFO

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🌐 [ericolsen](https://ericolsen.us)

🌐 <https://ericolsen.us>

🔗 github.com/Azmaeus/

SKILLS

🔗 Java

🔗 C#

🔗 Typescript

🔗 HTML

🔗 CSS

🔗 Docker

🔗 SQL Server

🔗 Git

RECOMMENDATIONS

"Eric has excellent technical competency, is a hard worker, works well in team environments, and requires little supervision. He learns quickly and shares his knowledge willingly with others"

- Stuart Smith
Software Software
Engineering Manager &
Product Owner at OpenText

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

- John Shaver
Fullstack Software Software
Engineer III and Technical
Lead at Lightcast

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

- Douglas Jenkins
Warehouse Warehouse
Management Configuration
Analyst at doTERRA

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

- Vidyasagar Lakshmisha
Lead Data Engineer at
Extensiv