

PER OLAV EIDSVOLL

SYSTEM ADMINISTRATOR / CUSTOMER SUPPORT

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I am a system administrator who has 5 years' experience in administrating Informatica Powercenter running on RHEL. Last 2,5 years I have been a system administrator for SEB in Stockholm. Good knowledge in relation databases and RHEL administration. Prior to working as a system administrator I have been working 10 years in customer support in Affecto, Dustin, HP, Asus and Dell.

WORK EXPERIENCE : 16+ YEARS

SYSTEM ADMINISTRATOR SEB AB	IT CONSULTANT AFFECTO AB	GROUP MANAGER DUSTIN AB
2016 - DATE	2012 - 2016	2009 – 2012
<ul style="list-style-type: none">• Administrating Informatica Powercenter and Hortonworks BDP Platform.• Technical lead for platform, planning upgrades and enhancing the platform.• Solving complex technical issues and performance challenges towards stakeholders.	<ul style="list-style-type: none">• Installation of Informatica Powercenter to Affecto's customers in Sweden.• Responsible for support on Informatica's software towards Affecto's customers.• Resolving complex technical issues on Informatica software on different operating systems like HP-UX, AIX, RHEL, Solaris and Windows	<ul style="list-style-type: none">• Customer care services towards Norwegian customers, both B2B and B2C.• Customer sales towards Norwegian customers, B2B and B2C.• Manager of Norwegian customer care and sales.
TECHNICAL SUPPORT ASUS AB	TECHNICAL SUPPORT DELL AB	TECHNICAL SUPPORT SYKES DATASVAR AB / HP
2009 - 2009	2006 - 2009	2002 – 2006
<ul style="list-style-type: none">• Technical support towards Norwegian customers supporting Asus portable and stationary computers.• Support on phone and emails.	<ul style="list-style-type: none">• Technical support towards Norwegian customers supporting Dell products including portable and stationary computers, servers and storage solutions.• Support on phone and emails.x	<ul style="list-style-type: none">• Technical support towards Norwegian customers supporting HP Laserjet printers and scanners.• Support on phone and emails.

QUALIFICATIONS

IT-candidate: 2001
IT Akademiet, Trondheim

ECDL : 2000 - 2001
AOF Sør-trøndelag



skills

- Informatica Powercenter Developer Level 1
- Informatica Powercenter Developer Level 2
- Informatica Administrator
- Informatica Big Data Management Administrator
- APIs: REST
- Good knowledge of JIRA
- Languages: English, Swedish and Norwegian
- Very good experience in customer handling
- Excellent skills in troubleshooting different types of problems
- Good communication skills
- Good team player / leader
- Excellent back end development skills
- BASH
- Good knowledge of ServiceNow

REFERENCES AVAILABLE ON REQUEST