

# ANDREAS OLSSON

WEB & GAME DEVELOPER

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19 Indian Grove, Toronto, ON, M6R 2Y1

## PROFILE

An innovative, results oriented professional with 10 years of experience in a combination of technical customer support, web and games development. A strong team player with a very positive attitude. Excellent verbal and written communication skills in English and Swedish.

## TECHNICAL SKILLS

JavaScript	Advanced	2
JQuery	Intermediate	1
HTML	Advanced	2
CSS	Advanced	2
Ruby	Intermediate	<1
Ruby on Rails	Beginner	<1
Sinatra	Beginner	<1
PHP	Apprentice	<1
Database (MySQL, postgres, sqlite)	Apprentice	<1
Microsoft Windows (Clients)	Intermediate	10
Mac OS	Intermediate	3
Adobe CS: Photoshop, Illustrator, Lightroom	Expert Certification	6
TekVision AIMT Testing	Apprentice	<1
Microsoft Office: Word, Excel	Intermediate	2
Torque Game Engine	Intermediate	2

## PROFESSIONAL EXPERIENCE

**Web & Game Developer - [prepressed.se](http://prepressed.se)** **01/2015 – Present**  
**Toronto, ON**

**Technology:** HTML, CSS, JavaScript, JQuery, Ruby, Sinatra, PHP, MySQL

- Created online application prototype for the pharmaceutical industry, Health Canada (ongoing)
- Continuous work on PC game prototypes aimed to run in web browsers and published on Facebook
- Work with a graphic designer to realize online experiences

**Data Analyst/Test Case Designer - Telecom, Banking and Transportation** **01/2015 – Present**  
**TekVision Technologies Inc., Markham, ON**

**Technology:** TekVision's Automated testing service (AIMT)

- Create automated test cases for interactive voice response systems (IVR)
- Create documentation for all cases in Microsoft Excel
- Use analytical and problem solving skills to analyze test results from test cases

**Permanent Resident Application - Residency Granted** **01/2013 - 02/2015**

Spousal permanent residency application in Canada took 2 years and I was not allowed to work.

As of February 2015 I am legally able to work anywhere in Canada.

**Personal Development:** Self taught web development, HTML, CSS, JavaScript and PHP using online resources Team TreeHouse and Stack Overflow.

**1st Level Customer Service** **11/2010 - 10/2012**  
**Booking.com B.V., Amsterdam, The Netherlands**

- Provided excellent customer service for Booking.com's customers in English and Swedish
- Mediated between customers and hotels incase of overbookings or disagreements
- Made reservations and solved customer problems globally

**2nd Level Technical Support - Adobe Systems Inc.** **09/2007 - 08/2009**  
**Stream Global Services, Amsterdam, The Netherlands**  
**Technology:** Adobe Creative Suite, Windows, Mac OS, Printers

- Tier 2 Technical Support team
- Resolved complex customer problems and escalations from the Tier 1 team
- Internal employee trainer, groups of 3 - 8 people due to technical knowledge and communication skills

**Project Engineer - Prepressed.se** **01/2007 - 04/2009**  
**Osby, Sweden**  
**Clients:** BRIO AB.

- Ran freelance prepress business working directly with BRIO toys in Sweden
- Worked with graphic design files from the finished design stage to the printing press
- Implemented production specifications for the manufacturer
- Brought down printing costs

**1st Level Technical Support - Adobe Systems Inc.** **08/2005 - 12/2006**  
**Stream Global Services, Amsterdam, The Netherlands**  
**Technology:** Adobe Creative Suite, Windows, Mac OS, Printers

- Supported Adobe Creative Suite end user programmes for Windows and Mac environments
- Delivered phone and email support to resolve questions from Adobe's clients
- Worked with Tier 2 technical support team to develop my technical knowledge and customer skills

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## EDUCATION

**Lighthouse Labs Toronto - 8 weeks Web Development** **06/2015 - 08/2015**  
At Lighthouse labs I learned Ruby, Active Record, Sinatra, Ruby on Rails and Node.js. I also became a better programmer in general through learning object oriented programming and got to fine tune my Javascript skills. Won the people's choice award for open world multiplayer space game I created in two weeks.

**Industrial Engineering & Management (Företagsingenjör)** **09/2002 - 07/2005**  
**Teknikum University of Kalmar - Sweden**  
Math intensive programme with focus on industrial engineering and areas such as process control, product development and project management.

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## INTERESESTS

Music composition, cooking, fishing, reading, making and playing games

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## REFERENCES

**Bruce Attridge**  
EVP of Business Development TekVision  
battridge@tekvision.com  
416 628 7939

**Nathan Wong**  
Instructor Lighthouse Labs / Co-Founder BuySellAds.com  
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