

MARTHE NORDÅS

Born: May 12, 1980

WORK EXPERIENCE

05.2020 - ongoing

Vitec Megler AS (a part of Vitec Software AB) – System Consultant

The work as a system consultant in Vitec Megler is varying. The last year and a half I have been focusing on our Partners who develop integrations towards our system via our API. I join workshops, making sure they get a proper onboarding by explaining how the API work and how our main system (Next - core system for real estate agents) works in a few steps. The variation of integrations varies a lot which means the needs varies as well.

Lately I have also been responsible for integrations in our onboarding projects for new customers. Making sure our new customers learn how we work together with the partners, what are their, the partners and our responsibility if something fails.

Last year I was also very much involved in the planning and preparation of a new application; the Partner Portal which is a self-service portal used by our partners to maintain their API-functions. I was mainly responsible for our new inhouse processes towards onboarding new partners.

Other tasks are basically day to day customer service tasks as well as various Partner workshops when needed.

Next is a web application that can be used on all kind of devices.

01.2017 – 08.2022

The Norwegian Handball Federation – Writer (on demand)

Writing articles for Handball.no, on various national and international matches played by either the national teams or club teams playing internationally.

09.2019 – 04.2020

GS Group AS – System & Operations Support Engineer

This was a new position in the R&D department where main task was 3. Line support, being the link between the customer and developer. In this division we developed both desktop and mobile app for Fleet Management and Recovery of bigger devices, like cars, boats, and motorbikes. I also joined various project work like pilot projects where we tested out new hardware, creating documentations.

I was also the process owner of "AppLaunch" and assisted product owner and UX Designer when needed.

04.2018 – 08.2019

GSGroup AS – Support

Provide 1. Line support for "Handyman", a field service desktop application that handled everything from booking a handyman, inventory control, time logging, invoicing. Received, handled, solved, and coordinated incoming request. Up to 03.2019 we also provided 1st line support to the applications within Fleet management and Recovery (see my next position).

I also created and updated existing user manuals and internal documentations whenever needed.

Feedback: I know how "to talk the customer happy". Good quality on user manuals. **Talks the language of both the customer and the developer.**

02.2017 – 08.2017

The Norwegian Handball Federation – Temporary personnel

Coordinated the travels for the National Beach Handball Teams, both men and women. Main tasks were coordinating transport to and from the various tournaments both in Norway and abroad. Booking the stay itself, making sure all meals were planned at the venue.

Had this as a temporary job, while looking for a permanent position.

Feedback: Speaks English well.

12.2015 – 01.2017

Egenica / Expedia (via TopTemp) – Field Support Technician

Temporary engaged in a major change project, where all front- and back-end personnel in the Nordics had to move from one technical platform to another. I mainly provided end-user support to both environments, participated in the different work streams being all from setting up new network infrastructure to deployment of new machines, IP phones and everything in between. I was also responsible for WIFI, Firewall and technical solution for Home Office users in the legacy environment.

Feedback: Good administrative skills and good communication skills towards management and end-user.

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08.2015 – 12.2015

Directorate of Health (via Centric) – IT Consultant

Temporary engagement, where I mainly made teaching material/user manuals for a new system. Contributed to the work of improving the data quality in different registries.

Feedback: quick learner and **creates very user-friendly manuals**

06.2015 – 08.2015

Fretex section. Textile – Temporary personnel

Sorting incoming clothes donated by the people and organisations. A job I had while looking for something more permanent.

Feedback: kind and outgoing, fun to work with.

08.2011 – 05.2015

DNV GL (Prev. Det Norske Veritas) – Software Support Engineer

Application support for Synergi Life (webapplication); a HSE and Risk management system. Received, solved, and coordinated all kinds of requests from the customers' local super users.

Feedback: Gained quickly good relationship with the customers, speak both customer and technical language.

Technical knowledge: Understanding the Microsoft Platform (Scheduled Tasks, interpret application logs) and SQL (MS SQL/ORACLE)

01.2001 – 07.2011

Det Norske Veritas AS (DNV) – Administrative officer

Area: ISM (International Safety Management), ISPS (International Ship and Port Facilities Security) and MLC (Maritime Labour Convention). Quality assurance of audit reports done in the regions and issued classification certificates based on these audits. Basic case handling and administration of incoming requests. Follow up invoicing and general course administration. Responsible for training summer interns.

Feedback: Quick learner, academically accomplished, socially confident.

6 years was part time while studying.

05.1999 – 12.2000

Shops / summer jobs

Mega AS, FLT (Forbundet for Ledelse og Teknikk), Vita AS

HIGHER EDUCATION

01.2020 – 12.2021

UX Design

(60 cet, 2-year part time, semester assignment: A, exam: C)

Noroff Online Studies

08.2014 – 08.2015

Practical Project Management

(7,5 stp, master)

University of Stockholm via Addisco

08.2012 – 01.2013

Project management

(15 stp, Bachelor, grade: B)

NKS via Addisco

08.2005 – 12.2008

Bachelor in French Studies

(not completed)

University of Oslo

08.2002– 12.2005

Bachelor in Information technology

Oslo University College / Buskerud University College

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IT KNOWLEDGE:

Intermediate: Microsoft office, SnagIT, Next Megler Suite (Vitec Megler), Wordpress
 Average: HTML, Camtasia, CSS, SQL / Databases, Synergi Life (HSE, DNV)
 Basic: Java, Visual basic, .NET, C++, PHP, ASP, Javascript, VBScript, XML, MS Visual Studio, Network, WIFI, Thin Client, Citrix,

LANGUAGE

Norwegian: Native

English: Intermediate (speak, read and write)

French: Basic (speak, read and write)

VOLUNTARY JOBS

Norwegian Handball Federation (NHF) - Team Guide

A Team Guide is in short, a contact person between the visiting nation and the local Federation. As a Team Guide you follow your dedicated team throughout their stay and are available 24/7. In addition to this you coordinate wanted changes to the plan, assist the "Floor Manager" before and after matches.

Teams / Nations I have worked with:

Jan '13	Austria - men (4-nations tournament)	Mai '13	Romania - men (4-nations tournament)
Nov '13	France – men (Golden League / Bring cup)	Des '13	The Netherlands – women (Møbelringen cup)
Nov '14	France – women (Golden League / Møbelringen cup)	Nov '15	France – Men (Golden League / Bring cup)
April '16	Spain – women (4-nations tournament)	Juni '16	Lithuania – women (Qualification for Euro)
Mai '17	France – men (Qualification for Euro)	Juni '17	Lithuania – men (Qualification for Euro)
Mars '18	Croatia – women (Qualification for Euro)	April '18	France – men (Golden League / Gjensidige Cup)
Nov '18	Denmark – women (Golden League / Møbelringen cup)	Jan '19	Brasil – men (Gjensidige cup)
Jan '20	France – men (Euro 2020)	Nov '21	France – men (Golden League / Gjensidige Cup)
April '22	North-Macedonia – women (EHF Euro Cup)	Jan '23	Brasil – men (Gjensidige cup)
April '23	Finland - Men (Qualification for Euro '24)		