

# Hanne Dybdahl

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## Summary

Education in Computer Science, backed by 3 years of experience in IT and user support. Actively participated in several projects, both as part of a team and independently. Proficient knowledge of development processes. Passionate about technology advancements and possesses strong problem-solving skills. Language proficiency includes Norwegian (native), as well as fluent in English and French, both spoken and written.

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## Education

### **BACHELOR | UNIVERSITETET I SØRØST NORGE**

Computer Science – 2024

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## Experience

### **SUPPORT ASSOCIATE | WANDA SPACE | JUNE 2022-FEBRUARY 2024**

- Coordinated and communicated with various departments within the company
- Provided support, handled technical inquiries, troubleshooted issues, and provided prompt solutions
- Collaboration with the IT team to escalate and prioritize cases, resulting in efficient problem resolution
- Guided users, updated user manuals and FAQ documentation, focusing on conveying technical information in a simple and understandable manner.

### **IT SUPPORT | ELKJØP | AUGUST 2021-JUNE 2022**

- Performed installations, setups, and configurations of electronic devices and products
- Diagnosed and resolved technical issues, including hardware, software, and network.
- Provided training and guidance to customers and employees on the use of IT equipment and systems.
- Registered and documented technical issues and solutions.

### **AIR FORCE | Forsvaret | APRIL 2020- APRIL 2021**

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## Projects

- **Python, MySQL** - Self-developed student registry with a simple GUI interface.
- **C#, Unity** - Self-developed 'Forest Run' game (inspired by Subway Surfers).
- **HTML, CSS, Javascript** - Self-developed portfolio website, as well as a website for digital books developed in a team.
- **MySQL, Java, Android Studio** - 'FriendFinder' App inspired by Tinder and Meetup, developed in a team.