

Thomas-Andre Hetlesaether

Aspiring Developer · Computer Science Student
Born 19.11 2003
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Trondheim (Elgeseter) / Norway



Experience

Cognizant (Consultant at Aker Solutions) — *IT support analyst*

August 2023 – Present

1st line IT phone support for Aker Solutions' help desk. Specialized in resolving user-facing issues within a cloud infrastructure. Resolved over 2,500 support cases to date.

Freelance hardware repair — **Technician**

April 2021 – Present

Independent repair of Apple hardware (unauthorized but legal), focusing on extending the life of older devices. Repaired 40+ MacBooks, as well as iPhones, game consoles, and other electronics. No item ever returned due to unsatisfactory repair.

Norwegian Offshore Directorate, Stavanger — *IT support specialist*

August 2021 – August 2023

Mostly troubleshooting and maintenance of on-prem side of a cloud-hybrid system. Later assisted in migration to full cloud, then maintenance of said cloud-infrastructure. Also, corporate IT user support and Intune package/script deployment. Paid internship as part of vocational degree.

Stavanger & Harstad municipality — *Written translator (EN>NO)*

November 2019 - March 2020

Contracted to translate web content from English to Norwegian for official municipal subdomains.

Skills

Programming (started in 2015):

- Java, Python, Go, JavaScript, HTML, CSS — comfortable, 1000+ line projects
- Lua, Bash, PowerShell — scripts or small vim-based apps
- SQL, regex — sufficient for practical tasks
- Rust, C++, C — small learning-based projects
- OOP principles and data structures

IaaS:

- Windows server & headless Debian
- Azure & Intune
- VMware & Proxmox
- pfSense & iptables
- Nginx & Cloudflare tunnel

Media Production:

- Premiere Pro
- Photoshop
- Ableton Live (music production)
- OBS, Audacity (screen/audio recording)

Languages

Norwegian - Oral/Written
(C2, Native)

English - Oral/Written
(C1-C2, Fluent)

Spanish - Conversational
(A2-B1)

Education

Norwegian University of Science and Technology (NTNU) —

Bachelor of computer science

August 2024 – Present

Going into my 2nd year at NTNU this fall while at the same time working 50% (20 hours/week) in an IT support role.

Sauda upper secondary school —

Extension to general study qualifications

August 2023 – June 2024

Completed Påbygg (general university admissions course) required for university, while working full-time in IT support.

Akademiet I Sandnes + 2-year internship —

“Fagbrev” as IT support specialist

August 2020 – August 2023

Vocational degree including 1 year schooling with a 2-year internship. Elected as school president in 2020. Passed degree on first attempt with highest grade “Meget Godt” (very good).

Godalen upper secondary school, Stavanger —

Art & Design

August 2019 – June 2020

Elected class president and selected to represent the school during a visit to SOS Children’s Villages in Zambia.