

# MATS ANDRÉ BODDING

## Curriculum Vitae

### External links

- Homepage [cgx.no](http://cgx.no)
  - LinkedIn [linkedin.com/in/mats-bodding](https://www.linkedin.com/in/mats-bodding)
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### Academic summary

Hardworking and passionate job seeker with strong organizational skills who is eager to secure my dream job.

Dedicated industry professional with history to meet the company's goals by using consistent and organized practices. Proficient in working under pressure and adapting to new situations and challenges in order to best strengthen the organizational brand. Enthusiastic and eager to contribute to the team's success through hard work, attention to detail and excellent communication skills.

Motivated to learn, grow and excel in the industry.

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






### Achievements at current employer

- Collaborated with a team of 30 in the development and implementation of SuperAgent.
  - Developed internal tools to increase accuracy and efficiency in the work.
  - Professionally handled a high number of calls, chats and cases per day, by providing accurate information and the best possible service to ensure customer satisfaction.
  - Earned the highest marks for customer satisfaction, across the company.
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### Abilities and characteristics

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|----------------------------------|-------------------------------|
| • Flexible and adaptable         | • Order and refund processing |
| • Cooperation                    | • Prioritization              |
| • Conflict resolution            | • Confidentiality             |
| • Customer service               | • Solution oriented           |
| • Decision making                | • Software assessment         |
| • Super user of Windows platform | • Customer account management |

# Work history

	Atender Group Currently employed	
	Customer service agent   L2 & Operations	Jul 2022 - Current
	Customer service agent   L2 & C3	Jul 2021 - Jul 2022
	Customer service agent   C3	Jun 2021 - Jul 2021
	Intility 7 months	
	Technician   First line	May 2020 - Nov 2020
	PC System Senteret 9 months	
	IT-Technician	Dec 2018 - Oct 2019
	Alfa Skadeservice 7 months	
	Structure damage technician	Jun 2018 - Dec 2018
	Maxbo 3 months	
	Store employee	Jun 2017 - Aug 2017
	Alfa Skadeservice 7 months	
	Assistant - part time	Oct 2016 - Jun 2017
	Ibas Ontrack 1 year, 11 months	
	Trainee	Oct 2014 - Sep 2016

# Education



Elverum videregående skole  
8 months

Påbygging til studiespesialiserende

Aug 2017–Apr 2018



Ibas Ontrack  
1 year, 11 months

Trainee

Oct 2014 - Sep 2016



Sentrum videregående skole  
11 months

IKT - Servicefaget

Aug 2013 - Jun 2014



Sentrum videregående skole  
11 months

Elektrofag

Aug 2012 - Jun 2013

## Certification

Certificate of apprenticeship - IT

HPE2 sales certification

GoDaddy Luminaries

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## Language



Norwegian  
Native



English  
Bilingual or proficient (C2)



Swedish  
Above average (B2)



German  
Basic (A2)



Spanish  
Beginner (A1)

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## Other

Outside of professional work, I run a homelab based on VmWare and Kubernetes. This is running Windows and Linux, desktop and server edition.