

... Curriculum Vitae (CV)

Terje Flaarønning – October 9th 1973








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Personal Information

Terje Flaarønning Bergensgata 4 0468 Oslo Norway	e-mail: Phone: Date of birth: Place of birth:	terje (at) flaarønning.net +47-934 81 861 October 9 th 1973 Trondheim, Norway
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Work Experience

Company or institution	Position or job (Click for attestations)	From	To
Intelcom Norge AS	Systems Architect	2004.01.01	
			
MultiNetPartner AS	IT Solutions Architect	2002.01.01	2003.12.31
	In MultiNetPartner I occupy the position as IT Solutions Architect which is the main head of technology. The position is also part of the corporation management group which has allowed me to gather great experiences regarding company management as well as technology. When I started in MNP my first task was to redesign the technical solution to allow for fast growth in Norway and Sweden. Today MNP is one of the leading professional call center providers within Norway and Sweden operating with a 100% VoIP, CTI supported environment with TelCo standard solutions.		
Alcatel Distribusjon AS	Contact Center Solutions Architect	1999.02.01	2001.12.31
	When ScanCall was running smoothly I went looking for new challenges and found them within the Alcatel system. Here I worked in a team with very skilled consultants with focus on advanced contact center solutions for Alcatel customers in the Nordic countries. This job gave me great experiences on a lot of Alcatel, Altitude and Genesys products as well further knowledge on underlying system as well as project management, pre-sales support among others.		
Telenor Media AS, ScanCall AS	IT Manager	1997.10.15	1999.01.31
	After infocall 123 sadly went bankrupt I had one month of vacation before I started working for Telenor Media. Here I was given the assignment to build and start a call center company together with one other person. I did all the technical work and the other person did all the commercial work. We actually had a fully functional call center company with full technology and staff running in 5 days from we got the keys to the offices.		
infocall 123 as	IT Manager	1996.10.01	1997.09.15
	infocall 123 offered my a job at the time I started the job below, but they kept the position open for me until I was ready. This was a newly founded firm which should work as a information broker and a professional call center services provider. My responsibilities was to build a good technological foundation to deliver all these services and run the solutions on a day-to-day basis.		
Universitetsbiblioteket i Trondheim	IT Responsible	1996.08.01	1996.09.30
	For a short period I took a temporary job as the IT Responsible on the university library in Trondheim. The person permanently occupying this position was taking some time off to travel and they knew me from my previous job and asked if I could step in.		










CD-ROM System AS / CD-ROM Norge AS	<i>Technology Manager</i>	1991.01.01	1996.07.31
I worked part time for CD-ROM Norge from the time I still was in college, after I finished my military service I was offered a permanent job as Technology Manager which I accepted. The work consisted of customer support, application development, solution design on DOS, Windows and Netware as well as teaching. Later we worked on platforms as OS/2 and various UNIX variations as well. The main customer base was universities and research organizations across Norway.			
<i>Norsk Personal AS</i>	<i>General office staffing</i>	1992.11.11	1994.02.17
	Before, during and after my obligatory military service I worked for the staffing company then named Norsk Personal. The work included general secretary work, technical writing (in Norwegian and English) as well as software management.		
Heimevernsskolen på Dombås	Cook	1993.04.15	1993.12.01
This was part of my army service where I served as a cook after completing the cook training.			
<i>ResLab AS</i>	Holiday job, General office	1990.07.01	1990.07.31
<i>Trønderbygg AS</i>	Holiday job, Construction site	1989.07.01	1989.07.31

Certificates

School, company or institution	Certificate (Click for certificates)	Date
<i>Cisco Systems, Inc</i>	<i>CCIE - Cisco Certified Internetwork Expert</i> Terje Flaaronning, CCIE™ No. 17105	2006.10.25
	<i>CCVP - Cisco Certified Voice Professional</i>	2005.09.15
	CQS - Cisco IP Telephony Operations Specialist	2005.07.22
	CQS - Cisco IP Contact Center Express Specialist	2005.01.25
	CCNA - Cisco Certified Network Associate	2005.01.25
	CQS - Cisco Unity Support Specialist	2004.11.18
	<i>Microsoft Corporation</i>	<i>MCSE: Messaging, Windows Server 2003</i>
	<i>MCSA: Messaging, Windows Server 2003</i>	2004.05.10
	<i>MCSE: Messaging, Windows 2000</i>	2004.05.10
	<i>MCSA: Messaging, Windows 2000</i>	2004.05.10
	<i>MCSE, Windows Server 2003</i>	2004.02.27
	<i>MCSA, Windows Server 2003</i>	2004.02.27
	<i>MCSA, Windows 2000</i>	2004.02.06
	<i>MCSE, Windows 2000</i>	2004.01.28
	<i>MCSE, Windows NT 4.0</i>	2000.10.12
	<i>MCP</i>	2000.07.18
Biltilsynet, Trondheim	Drivers license; class B, C1	1991.10.31
<i>Norges Speiderforbund</i>	<i>Approved Chief Scout</i>	1991.05.22
Åsheim ungdomsskole	Moped drivers license	1989.06.01



Education

School, company or institution	Course or class (Click for diplomas)	From	To
 Azlan, Oslo	Cisco CVOICE	2005.04.25	2005.04.29
 Azlan, København	Cisco QOS	2005.03.14	2005.03.18
	Cisco IPTT	2005.02.28	2005.03.04
	Cisco CIPT	2005.01.31	2005.02.04
Comstor, Cirencester	Cisco CRSD	2004.06.21	2004.06.24
Global Knowledge, New York City	Cisco UCSA/E	2004.06.07	2004.06.11
 Ajourit, Oslo	Updating Support Skills from NT 4.0 to 2000	2001.09.03	2001.09.07
 Genesys, London	Training, Genesys G6 - Building Routing Strategies	2001.03.26	2001.03.30
	Training, Genesys G6 - Enterprise Routing Solutions	2001.03.19	2001.03.23
 Altitude Software, Lisbon	Training, EasyPhone TM/CC products	2001.02.19	2001.02.22
 Genesys, San Francisco	Training, Genesys G6 - Framework	2001.02.12	2001.02.16
 Getronics, Oslo	Internetworking Microsoft TCP/IP on Microsoft Windows NT 4.0	2000.09.18	2000.09.22
	System Administration for Microsoft SQL Server 7.0	2000.09.11	2000.09.15
 Azlan, Oslo	Implementing and Supporting NT 4.0 Server in the Enterprise	2000.07.10	2000.07.14
 Getronics, Oslo	Supporting MS Windows NT 4.0 Core Technologies	2000.06.05	2000.06.09
	Networking Essentials	2000.05.25	2000.05.27
	Administering MS Windows NT 4.0	2000.04.12	2000.04.14



Altitude Software, Lisbon

Training, EasyPhone TM/CC products

2000.01.11

2000.01.14



Alcatel, Vienna

Training, Alcatel 4625 R3

1999.05.21

1999.05.25

Alcatel, Oslo

Training, Alcatel 4400, NMC 4730

1997.04.15

1997.04.18



Altitude Software, Lisbon

Training, EasyPhone TM/CC products

1997.02.17

1997.02.21

Norges Speiderforbund

Training 2, "Praktisk programkurs"

1993.10.01

1993.10.03

Intendantregimentet, Gardermoen

Course, Army Chef Cook

1993.01.05

1993.04.14

Voksenopplæringen i Hæren

Course, Active Sales

1993.01.13

1993.02.17

Nidareid vgs

Extensive course II, Computer and information processing

1991.07

1992.06

Extensive course I, Economy and accounting

1990.07

1991.06

Melhus vgs.

Basic course, Business

1989.07

1990.06

Career Goals

My current goals are to serve in a technical management position without losing contact with the technology itself. I require great challenges in my work and offer great contributions. I would like to work in a stable environment where I can continue my career within the same company or corporation. Mobility and travel is not a problem.

References

Current list of references has been intentionally removed from this page, please contact me if you would like to get some references.

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