



Truls Elgaaen

Motivated | Technically Inclined | Always Learning

About Me

A motivated and technically inclined professional with a strong focus on system reliability, problem-solving, and continuous learning. Experienced in technical support, media delivery, and web development, with a background in engineering and informatics. Passionate about understanding how complex systems function, optimizing their efficiency, and effectively communicating solutions to both technical and non-technical audiences. Adaptable and curious, thrives in roles that involve technical problem-solving, collaboration, and knowledge sharing.

- **Birth Date:** 09.04.1994
- **Location:** Oslo
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- **Phone Number:** +47 46283467

Work Experience

Mediabank Delivery Engineer - NEP

February 2023 - Present

- Acted as a trusted advisor to enterprise clients, ensuring the smooth delivery of Mediabank services.
- Managed and resolved technical issues efficiently, demonstrating strong problem-solving skills.
- Coordinated with technical teams to optimize service performance and enhance client experience.
- Maintained exceptional service standards by proactively addressing client inquiries and ensuring timely resolution.

Skills & Experience Gained:

- **Media Processing & Delivery:** Experience with FFmpeg, IBM Aspera, and Signiant.
- **Database & Backend Development:** Worked with PostgreSQL and Python (Flask) to develop internal tools and services for process automation and data handling.
- **Monitoring & Observability:** Used Elasticsearch, Grafana, Grafana Alloy, Loki, and Kibana for log analysis and system monitoring.
- **Workflow Automation & Orchestration:** Hands-on experience with Aspera Orchestrator for automating media workflows.
- **Infrastructure & System Management:** Managed remote server access, file acceleration, and system troubleshooting.
- **Support & Collaboration Tools:** Worked with Slack, JIRA and Confluence for project tracking, documentation, and team collaboration. Configured Slack integrations with web-hooks to centralize event and progress notifications, improving team responsiveness and communication efficiency.
- **Documentation & Process Improvement:** Created and maintained internal documentation of workflows, best practices, and troubleshooting guides.

- **Feature Development & Troubleshooting:** Collaborated closely with developers during the design, testing, and deployment of new features.
- **Training & Onboarding:** Trained new team members, ensuring they were well-equipped to handle platform operations and troubleshooting.
- **Cloud & File Management:** Played a key role in maintaining the structure and efficient usage of OneDrive and SharePoint, ensuring streamlined access to resources and enhancing collaboration across the organization.

Mediabank Support Agent - NEP

July 2021 - January 2023

- Provided technical support for Mediabank platforms, diagnosing and resolving complex client issues.
- Effectively communicated technical concepts to users at various levels, from end-users to IT teams.
- Assisted in troubleshooting and maintaining system stability, ensuring high customer satisfaction.
- Worked cross-functionally with internal teams to improve user experience and platform reliability.

Skills & Experience Gained:

- **Media Processing & Delivery:** Experience with FFmpeg and IBM Aspera.
- **Monitoring & Observability:** Used Elasticsearch, Grafana, and Kibana for log analysis and system monitoring.
- **Workflow Automation & Orchestration:** Hands-on experience with Aspera Orchestrator for automating media workflows, and system troubleshooting.
- **Support & Ticketing Systems:** Worked extensively with Zendesk and JIRA for issue tracking and resolution.
- **Collaboration & Documentation:** Used Confluence, OneDrive, and SharePoint for documentation and internal knowledge management.
- **Communication Tools:** Utilized Slack for internal team communication and coordination.
- **Process Documentation:** Created and maintained internal routine documentation for improved efficiency.
- **Training & Onboarding:** Responsible for training new team members, ensuring a smooth onboarding process.
- **Leadership & Coordination:** Acted as a shift supervisor during high-pressure match nights, overseeing operations, coordinating team efforts, and ensuring seamless service delivery.

Personal Projects

Minimal Golang Shell

Building a minimalist interactive shell in Go with core built-ins, output redirection, history, and autocomplete to sharpen my systems-level Go skills.

Proxmox Homelab

Managing a self-hosted Proxmox environment to explore virtualization, containerization, and system automation.

Cloud & Infrastructure

Learning AWS services and cloud architecture to deepen understanding of scalable infrastructure.

Self-Hosting & Privacy

Running self-hosted services like **Tailscale** for secure remote access and **AdGuard Home/Pi-hole** for network-wide ad-blocking and DNS filtering, focusing on privacy-first solutions.

Other Experiences

Deputy Head of Web Committee - Hybrida, Trondheim

Jan. 2017 - Jan. 2018

Co-led the faculty association's web development committee, organizing Agile-inspired meetings and mentoring new members.

Developer - Hybrida, Trondheim

Sep. 2015 - Jan. 2018

Full-stack developer for the association's website, focusing on functionality improvements and bug fixes. Technologies used: Python (Django), HTML, CSS, JavaScript.

Chief of Finance - 7dentligaen, Trondheim

Jun. 2016 - Jun. 2018

Managed finances for a 7-a-side football league with ~30 teams, handling budgeting, accounting, and event planning.

Team Leader - Hybrida FK

Jun. 2016 - Jun. 2018

Led a 7-a-side football team, coordinating matches and team activities.

Education

Engineering and ICT, Master's Degree Programme - NTNU Gløshaugen

2015 - 2020

Specialized in Geomatics, focusing on ICT, programming, and data processing

Informatics: Digital Economy and Leadership, Bachelor - UiO

2020 - 2021

A programme aimed at understanding the intersection of informatics, digital economy, and leadership principles.

Languages

- **Norwegian:** Native
- **English:** Fluent (C1 level equivalent)
- **Spanish:** Basic

Hobbies and Interests

- **Problem-Solving & Knowledge Sharing:** Enjoys breaking down complex problems, learning new concepts, and exchanging knowledge—whether through technical troubleshooting, discussions, or engaging in knowledge-driven activities like quizzes.
- **Systems & IT:** Passionate about understanding how complex systems function, ensuring their reliability, efficiency, and ability to handle real-world demands.
- **Ball & Team Sports:** Enjoys football, handball, and tennis, both for the strategic elements and the teamwork involved. Finds sports to be a great way to stay engaged, active, and connected with others.