

Ian Altosaar

[in LinkedIn](#) | [+372 55545688](tel:+37255545688) | [M ianaltosaar88@gmail.com](mailto:ianaltosaar88@gmail.com) | codingitch.com | [GitHub](#)

Skills

- JavaScript | HTML5 | CSS3 | Git | Jira | Power BI | Power Automate | Problem solving | Incident management | APIs
- Customer support | Documentation | Problem management | iTop | Communication | Service desk | Technical support
- ChatGPT | WordPress | WAMP | MySQL | MySQL cluster | SQL | Miro | Visio | SCRUM | PostgreSQL | Python | Django
- Data science | Data engineering | Data management
- Troubleshooting | SEO | Office 365 Administration | Application support and development | Zoom | Slack | Agile
- Product management | Backlog refinement | User stories | Product planning and strategy | Epics
- MailerLite | E-mail newsletter marketing

Experience

Co-founder, co-owner

[Betelgeuse OU](#)

01/2021 - Present

- Developing an astrological app.
- Product owner, product manager, and project manager.
- App will launch in Q3-Q4 2023.

Application Manager

[Harmet group](#)

04/2019 - Present

- IT project management. Developing software in an agile work group.
- I developed a Django Web Application that will be used in the process of paying the workers wages.
- During the past 4 years we have developed our own in-house software and now we are implementing it companywide. While continuously improving the software to match business needs. I was part of the core team who planned, analyzed, and developed that software as application manager.
- In Q2 of 2023 we are implementing software that we developed in-house for logging the work of factory workers. And thanks to that we will be able to digitalize paying of the wages.
- Administrating and developing different applications (websites) that are used within our organization. WordPress, our own developed software, iTOP, etc.
- Implementing Power BI. I'm part of the team and responsible on the IT side to implement Power BI within the organization. We planned and initiated this change from the IT side. I am responsible for all the requests that come in from the business side regarding reports, data analytics, and creating datasets.
- Implementing Power BI API in the organization. I created the initial solution for us to use the Power BI API with and within our applications.
- Data administration (MySQL, Power BI, Excel, InnoDB cluster).
- Creating visualizations and data models for the company with Power BI.
- I used the Microsoft Power Automate solution to automate a process of visualizing data from Excel to our web applications. And from there to screens in our factory for the workers to get immediate information.
- I was responsible for the technical side of IFS (ERP system) implementation within the organization. The implementation was stopped by COVID 19.

IT customer support specialist

[Harmet group](#)

05/2017 - 04/2019

- IT support for the end-users.
- Implementing TeamViewer and iTop in the organization.
- Administrating OneDrive, O365.
- Workstation administration.
- Developing IT systems, WordPress,
- Communicating with external partners and solving cases. In English and in Estonian.

IT specialist

[AS EVR CARGO \(now Operail\)](#)

08/2012 - 05/2017

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- Manager of the IT help desk. I had three people in my team.
- IT support for the end-users.
- IT systems administration. Novell eDirectory, Novell ZENworks.
- Implementing IT help desk.
- Transferring users from Microsoft Active Directory to Novell.
- Workstation administration.
- After my supervisors left the company, I was the project manager of a companywide project, transferring users from the Novell environment to Microsoft Office 365 environment.
- Administrating the O365 environment.
- I was also filling in for the IT manager and IT system administrator who left the company suddenly.
- I took a 5-month break during my time with the company from 05.2015-10.2015.

Freelance work

01/2012 - Present

- I own, manage, and develop a portfolio of 5 websites and blogs. All based on WordPress.
 - <https://ianaltosaar.com/>
 - <https://sinuhoroskoop.ee/>
 - <https://livingfuerteventura.com/>
 - <https://sportsastrologyhub.com/>
 - <https://codingitch.com/>

Director of Business Development

[iCBD Global](#)

02/2023 – Present

- During first three months – increased sales by 51%.
- Also, increased the profitability of the business. Some of the products had low profit margins (around 60-70%). Increased them to a minimum 80% and up.
- In charge of sales, marketing, SEO, and overall business strategy.
- Reignited e-mail newsletter campaigns. Increased click rates from under 0.7% to 1%-1.5%. Open rates increased from 20% to 30-40%.
- Installed the first automated sales funnel for the business (e-mail).
- About to launch a subscription service for our products in Q3 2023.

Education

CSPO (Certified Scrum Product Owner)

[Scrumalliance.org](#)

Online Graduated 02/2023

High school diploma

[Rocca al Mare school](#)

Tallinn, Estonia Graduated 06/2007

Extra Courses

- Zero to Mastery Academy – The Complete Web Developer (01/2023 - present)
- Zero to Mastery Academy – The Complete SQL + Databases Bootcamp (02/2023 – 03/2023)
- Zero to Mastery Academy – Power BI Bootcamp: Zero to Mastery (03/2023 – 05/2023)
- EAS, Digitalization Masterclass - The underlying mission of the course was to identify the main process of the organization, map it, and then digitalize it. (03/2021 - 06/2021)
- Excel masterclass - A class for advanced Excel users. (05/2018 - 05/2018)

Volunteer work

- Reclaim Your Inner Throne - IT administrator and offering emotional support to men (01/2016 - 06/2016)

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Others

- Certified **astrologer**.
- Variety of personal development courses and certificates.