

Ruben Totterman

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Projects

Implementation of Active Directory in Azure

Deployed a simulated on-premises Active Directory domain using virtual machines in Azure. Configured DNS, domain controller roles, user creation, and organizational units. Demonstrated domain joining and remote management using PowerShell.

[github/rubentotterman/on-prem](https://github.com/rubentotterman/on-prem)

Etterinstallasjonskonfigurasjon av osTicket

Configured osTicket v1.15.8 after initial installation to simulate a real-world help desk environment. Created and assigned departments, help topics, user roles, teams, and SLA plans. Demonstrated control over ticket routing, permissions, and escalation workflows.

[github/rubentotterman/osTicket](https://github.com/rubentotterman/osTicket)

Automated EC2 Deployment with Terraform and NGINX

Provisioned an EC2 instance in AWS using Terraform and automated the deployment of a web server with a Bash script. Configured secure SSH access, installed NGINX, and set up custom firewall rules to demonstrate Infrastructure as Code (IaC) and cloud automation.

[github/rubentotterman/aws](https://github.com/rubentotterman/aws)

Experience

Atea

IT Support, September 2024 – August 2025

Solwr

IT Support, September 2022 – August 2024

- Provided IT support to Solwr's internal team, troubleshooting issues related to hardware, software, and networking in a startup environment.
- Managed user accounts, permissions, and onboarding/offboarding processes.
- Maintained and improved endpoint security and device management across macOS and Windows.
- Collaborated closely with managers and developers to ensure stable and functional operations.

eKommune Sunnmore

IT Consultant - Trainee, August 2020 - August 2022

- Software deployment using SCCM.
- Prepared, tested, and delivered IT equipment to multiple municipalities within eKommune.
- Assisted with the rollout and configuration of PCs, printers, and mobile devices.
- Provided Level 1 and Level 2 technical support.

Education

Kristiania University

Bachelor's in information technology(2022-2025)