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|  | Ecce JönssonDelivery Manager , Security Engineer, Support Lead |

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|  | ProfileEnthusiastic and self-driven integration specialist dedicated to providing excellent customer service. Organized, detail oriented, and experienced in properly handling customer inquiries. Where others see problems, I see challenges that need to be solved and are most likely already working on solving them. Biggest achievements:* Successfully supported and migrated ~50.000 merchants to a newer API version
* Integrated ~1500 new merchants in SME Deliverys successfully within SLA's and our KPI's
* Created a Technical Onboarding program for the Technical Support and SME Delivery
* Mapped out and rebuilt the structure and way of working for SME Delivery and Tech support
* Created and ran a group of internal experts on Slack
* Was part of and later led one of the most profitable delivery teams
* Became a mentor and inspired several people to pursue a career in Delivery

Personal achievements:* Challenged myself to learn python in my spare time and wrote a web scraper that scrapes a bunch of recipe websites and saves only the recipes in text form. Also have a version of it written in Bash.
* Wrote a chrome extension in JS to help colleagues to look for specific parameters on shopify website's.
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|  | Employment HistoryAccountable Lead SME Delivery NorDach at Klarna, StockholmJanuary 2022 — June 2022* Leading a team of 5 Delivery Associates in the Nordic and DACH market

Tech Future Lead at Klarna, StockholmMay 2021 — January 2022* Globally responsible to restructure the Tech support line in Merchant support on Klarna
* Created trainings
* Recruited agents
* Created routines

Delivery Associate at Klarna, StockholmNovember 2019 — May 2021* Worked well independently and on a team to solve problems.
* Provided outstanding technical support to clients.
* Provided effective troubleshooting and remediation for web applications.
* Successfully identified, diagnosed, and fixed website problems, including broken links, typographical errors, and formatting issues.

Help desk agent at H & M, StockholmJune 2019 — September 2019* Continually worked to enhance call center's reputation by providing quality and timely service.
* Answered phone calls and provided callers with pertinent information and assistance.
* Showed a clear understanding of departments and their procedures.

Sales Professional at Härjedalskök, ÖstersundJanuary 2019 — June 2019* Worked as a dedicated and accomplished Field Sales Professional for one of the largest kitchen companies in the area.
* Demonstrated success planning and presenting solutions.

IT Technician at Studentconsulting, UmeåSeptember 2014 — January 2019* Worked with different clients to provide great IT Support
* Shorter missions

IT Analyst at AstraZeneca, BarcelonaMay 2014 — August 2014* Performed scheduled updates, routine maintenance calls, and made repairs when necessary.
* Provided outstanding technical support to clients.
* Tested and accurately configured software and maintained high functioning hardware.

Diagnostician at InfoCare, ÖstersundJanuary 2012 — May 2014* Tested and accurately configured software and maintained high functioning hardware.
* Served as a friendly, hardworking, and punctual employee.
* Maintained a clean and organized working environment to enhance productivity.
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|  | EducationLinux DevOps Engineer, Edugrade, StockholmAugust 2020 — June 2022Did not graduate but will finish the degree in 2023. Studied alongside work so did not have the time to finish the last project.Umeå University, UmeåAugust 2014 — April 2017Studied a bachelor in Culinary Arts, cancelled my studies due to moving.Sociology/Risk Management, Mid Sweden University, ÖstersundAugust 2012 — June 2014Studied risk and crisis managment for 2 years.Upper secondary school, John Bauer, ÖstersundAugust 2003 — June 2006Studied IT-Media in upper secondary school.  |

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|  | ReferencesReferences available upon request |

 | DetailsStockholm, Sweden, 0046 73 687 80 06trollkarln@filiokus.seDriving licenseYesLinks[LinkedIn](linkedin.com/in/eccejonsson)[My website](https://www.filiokus.se)Skills

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| Python |
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| IT Project Management |
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| ITIL |
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| IT Security |
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| Leadership Skills |
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| Customer Support |
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| IT Support |
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| Computer Software |
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| Computer Hardware |
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| HTML/CSS/JavaScript |
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| Ethical Hacking |
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| RestAPI |
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| Cyber Security |
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Languages

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| Swedish |
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| English |
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| Norwegian |
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| Spanish |
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HobbiesCyber security, Linux, cooking, gaming, card magic. |