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| |  |  | | --- | --- | |  | Ecce Jönsson  Delivery Manager , Security Engineer, Support Lead | | |
| |  |  | | --- | --- | |  | Profile Enthusiastic 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. |  |  |  | | --- | --- | |  | Employment HistoryAccountable Lead SME Delivery NorDach at Klarna, Stockholm January 2022 — June 2022   * Leading a team of 5 Delivery Associates in the Nordic and DACH market  Tech Future Lead at Klarna, Stockholm May 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, Stockholm November 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, Stockholm June 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, Östersund January 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, Umeå September 2014 — January 2019   * Worked with different clients to provide great IT Support * Shorter missions  IT Analyst at AstraZeneca, Barcelona May 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, Östersund January 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. |  |  |  | | --- | --- | |  | EducationLinux DevOps Engineer, Edugrade, Stockholm August 2020 — June 2022  Did 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, Umeå August 2014 — April 2017  Studied a bachelor in Culinary Arts, cancelled my studies due to moving. Sociology/Risk Management, Mid Sweden University, Östersund August 2012 — June 2014  Studied risk and crisis managment for 2 years. Upper secondary school, John Bauer, Östersund August 2003 — June 2006  Studied IT-Media in upper secondary school. |  |  |  | | --- | --- | |  | ReferencesReferences available upon request | | Details Stockholm, Sweden, 0046 73 687 80 06  [trollkarln@filiokus.se](mailto:trollkarln@filiokus.se) Driving license Yes Links [LinkedIn](linkedin.com/in/eccejonsson)  [My website](https://www.filiokus.se) Skills  |  |  | | --- | --- | | Python | | |  |  |  |  |  | | --- | --- | | IT Project Management | | |  |  |  |  |  | | --- | --- | | ITIL | | |  |  |  |  |  | | --- | --- | | IT Security | | |  |  |  |  |  | | --- | --- | | Leadership Skills | | |  |  |  |  |  | | --- | --- | | Customer Support | | |  |  |  |  |  | | --- | --- | | IT Support | | |  |  |  |  |  | | --- | --- | | Computer Software | | |  |  |  |  |  | | --- | --- | | Computer Hardware | | |  |  |  |  |  | | --- | --- | | HTML/CSS/JavaScript | | |  |  |  |  |  | | --- | --- | | Ethical Hacking | | |  |  |  |  |  | | --- | --- | | RestAPI | | |  |  |  |  |  | | --- | --- | | Cyber Security | | |  |  |  Languages  |  |  | | --- | --- | | Swedish | | |  |  |  |  |  | | --- | --- | | English | | |  |  |  |  |  | | --- | --- | | Norwegian | | |  |  |  |  |  | | --- | --- | | Spanish | | |  |  |  Hobbies Cyber security, Linux, cooking, gaming, card magic. |