

Eddie Nyman

Date of birth: 06/09/1996

Nationality: Swedish

CONTACT



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WORK EXPERIENCE

09/2017 – 03/2021 Tallinn, Estonia

Senior Service Desk Agent TietoEvy

Worked as a service desk agent and later moved to working as an 24/7 agent with multiple customers. The 24/7 position included incident manager and major incident manager responsibilities.

03/2021 – CURRENT Tallinn, Estonia

Customer Service Advisor BSH Home appliances

Product advice, handling of service matters and ordering of spare parts. This was handled through multiple channels like phone, email and Zendesk chat.

EDUCATION AND TRAINING

08/2014 – 06/2017 Lund, Sweden

IT AND DATA COMMUNICATION Thoren Innovation School

High school

Windows Server
Basic networking
Basic Linux
Web development
Programming

Website <https://innovationsgymnasiet.se/> | **Field of study** Information and Communication Technologies

LANGUAGE SKILLS

MOTHER TONGUE(S): Swedish

Other language(s):

English

Listening C2

Reading C2

Writing C2

Spoken production C2

Spoken interaction C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

ADDITIONAL INFORMATION

Job-related skills

Job-related skills

Proficient in all major operating systems, Windows, MacOS and Linux, can setup Windows and Linux servers and basic services.

Basic web development (HTML, CSS, JavaScript).
Python, currently learning more with Django.

Good communication skills, used to interact with customers and acting on customers behalf interacting with vendors.