

Felicia Lordell

Junior IT-Consultant



Contact

Felicia Lordell
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Skills

C#.NET, Visual Studio, Entity Framework, MVC, ASP.NET, SQL Server, HTML & CSS, Bootstrap, React.

Portfolio

<https://lordell.se/>

Language

Swedish
English

References

References available upon request.

Work experience

Academic Work

[Junior IT-Consultant](#) | September 2023 – Current

I have completed the Academic Work Accelerated Learning Program in C#.net at Brights Learning. Accelerated Learning is a fast track to a new career for ambitious and driven individuals with the right ability to acquire new knowledge. The educational method focuses on practical learning at a fast pace, agile teamwork, and continuous feedback dialogue. The training is constantly based on concrete tasks relevant to the professional role. This makes the learning process extremely effective, and the consultant can contribute as a junior IT consultant from the first day after completing the training.

H&M Group

[Tech Competence Manager](#) | May 2022 – August 2023

Responsible for both employees and consultants at H&M's Service Desk, providing support and development for employees through coaching dialogues, feedback, and rehabilitation after sick leave. Actively manages resource allocation to ensure that helpdesk agents are not overworked or underutilized in order to meet established SLAs (Service Level Agreements). Sets up and monitors KPIs (Key Performance Indicators) for consulting firms.

H&M Group

[Team lead for Support Desk](#) | December 2020 – May 2022

Continued with the same assignment as before but with direct employment by H&M Group. Additional responsibilities included serving as the point of contact for the consulting firms that supply helpdesk consultants to H&M.

Tavana IT AB

[Team lead for Support Desk](#) | March 2019 – December 2020

I worked as a consultant at H&M Group, where my main responsibilities included leading and coaching Service Desk technicians in their daily work. I was responsible for routines, coordinated training, which I also kept up to date. I actively worked with feedback to continually strive for improvement and development. I collaborated closely with the Service Owner to ensure that all SLAs were met in the daily delivery.

Tavana IT AB

[Support technician](#) | March 2017 – March 2019

I worked as a support technician at H&M Group's global first-line support. I was also involved in the implementation of Knowledge-Centered Service (KCS) at the Global Helpdesk, where I coached colleagues on how to create and update knowledge articles.

Kfx – HR partner

[Office assistant](#) | September 2016 – April 2017

I worked as a consultant with an assignment at Anticimex's headquarters as an office assistant. My responsibilities included ensuring that office supplies were replenished, being the face of the organization for visitors, operating the switchboard, and ordering coffee beans to ensure a constant supply of coffee.

Education

Brights Learning

[C#.NET fullstack development](#) | June 2023 – September 2023

The C# program covers the skill stack required by a modern C# full stack developer. Participants will be able to work with both front-end and back-end development, from design to distribution, through database modelling and unit testing. After completing the course, participants will be able to take on any junior C# developer role in a modern enterprise, with a solid understanding of what the job involves.

NTI-Gymnasiet

[Programming Courses](#) | February 2022 – April 2023

Studied the courses below remotely while working to learn the fundamentals of the various languages.

Programming 1 – C#, Programming 2 – C#, Web Development 1, Web Development 2, Web Server Programming 1.

Frans Schartaus Gymnasium

[Social Sciences](#) | August 2009 – June 2010, August 2011 – June 2012

Studied the first and third years of the Frans Schartaus social science program.

Swedish School in Nairobi

[Social Sciences](#) | August 2010 – June 2011

Studied the second year of high school at the Swedish School in Nairobi.