

Gabriella Köhler – She/Her

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Working experience

Datto a Kaseya Company, Remote – Service Consultant

June 2023 - Ongoing

I specialize in the successful integration and deployment of our RMM product for customers. My role revolves around bridging the gap between technical solutions and client needs, ensuring a seamless and effective implementation process. With a strong blend of technical expertise and interpersonal skills, I facilitate the onboarding and adoption of our product to optimize client workflows and achieve their business goals.

Datto, Richmond – Blue Technical Support Expert level 1

January 2020 -June 2023

Working as Level 1 support for the Datto Remote management and monitoring SaaS solution. Since it's a web based app, as well as a local agent, troubleshooting includes both in the web portal and locally on the device. All around troubleshooting in Windows, Mac and some Linux to check for environmental issues with SNMP, Patching etc. Communicating found bugs/product improvements to the development team. Closely working with customers on a daily basis as the first point of contact via calls/chats, escalations, troubleshooting. Work with customers and teach them about the product and best practices whenever they have any queries regarding the product. Since June 2021 I have been part of the Blue support team level 1 technician in EMEA, that works closely with our VIP customers as with a big estate they have their unique challenges and behaviours. Consecutive quarters I've received excellent customer commendation. I've also trained up new technicians, and taught them about the products and processes.

Datto, Richmond – Sales Development Representative

April 2019 -January 2020

Acquiring new MSP partners for Datto in the Nordics. Selling IT solutions like SaaS and different hardwares such as backup solutions and network products. Prospecting, cold calling, warm inbounds and qualifying of leads to see if they could be a fit for the products.

Skills

Professional Customer Service
Datto RMM
Autotask PSA
Salesforce
Microsoft Office
G-Suite
Zendesk
Windows
HTML
CSS
API's
Javascript
Python
Googling
Jira
Easy Learner
Interpersonal Skills
Social Media

Volunteer-work

Head-admin in League of Legends for tournaments by Female Legends.
Bartender at the Student's pub.

Languages

Swedish – Fluent
English – Fluent
Japanese – Basic knowledge in writing and speaking

Dreamhack, Jönköping – E Sport Crew

September 2017 - December 2021

League of Legends administrator for the BYOC tournaments at their events. Assisting the players and community with support, information about the tournament, and making sure the tournament goes as smoothly as possible.

Fjärdhundraskolan, Enköping – Substitute Teacher

September 2017 - March 2019

Substitute teacher for different subjects, such as English, Swedish, geography and arts for elementary school year 3-9.

Anticimex, Karlshamn – Exterminator

July 2018 – August 2018

Summer job. Exterminated wasps and rodents.

Brand Impact, Karlshamn – Demo-staff

June 2018 - August 2018

Summer job. Sales of different products in supermarkets.

Cherry Casino, Karlshamn – Croupier

August 2015 - April 2018

Blackjack dealer.

Academic Work, Solna – Consultant

March 2014 - August 2014

Administrator at a plumbing company.

Mälardalens Entreprenadstöd, Enköping – Cleaner

Oktober 2012 - October 2013

Cleaned offices and staircases in apartment complexes.

Cherry Casino, Enköping – Croupier

October 2012 - May 2013

Blackjack dealer.

Education

Code Institute, Remote – Fullstack developer course

February 2023 – Ongoing

Predicted finish date: March 2024

I'm currently enrolled in their fullstack course, learning HTML, CSS, Python, Javascript, react, bootstrap, jQuery, API's. Flask amongst others.

Blekinge Institute of Technology, Karlshamn – Media Technology

September 2014 – 2018

Course focus was game design. I took courses that involved programming, 3d modeling, project management using agile, scrum, kanban, and storytelling.

Intercultural Institute of Japan, Tokyo – *Language school*

January 2017 – September 2017

Japanese language school.

Gotlands Folkhögskola, Gotland – *College/High School*

Graduated in 2011.