

LIAM WOHLSTEDT

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WORK EXPERIENCE

IT SUPPORT TECHNICIAN | MSAB

Jun 2025– Present

- Provide comprehensive technical support for 200+ users by diagnosing and resolving hardware failures, software conflicts, network connectivity issues, and writing PowerShell automation scripts through Jira ticketing system across Windows and Linux environments, maintaining high first-contact resolution rate and reducing recurring tickets
- Manage complete user lifecycle and workstation deployment by creating and configuring user accounts in Azure AD and Active Directory, setting up security permissions and group policies, deploying computers via Intune, and administering Microsoft 365 services including Teams, SharePoint, and OneDrive, streamlining onboarding process and ensuring secure access across the organization
- Maintain server infrastructure and network systems by patching Windows servers, configuring routers and switches, managing backup solutions, troubleshooting VPN connections, and documenting technical procedures in Confluence for team knowledge sharing, improving system uptime and reducing incident response time

JUNIOR FRONTEND DEVELOPER | HEIMDALLER

Apr 2024 – Sep 2024

- Developed and maintained the company website for B2C IT support services by building responsive pages using HTML, CSS, and JavaScript for service offerings, pricing information, and customer contact forms that work across desktop and mobile devices, improving customer engagement and making it easier for potential clients to request support
- Built interactive customer-facing features by creating booking forms, service request systems, and customer dashboards using JavaScript that connected to backend REST APIs to display ticket status and service history, enabling customers to self-service and track their IT support requests online
- Collaborated with backend developers to integrate new features by implementing API calls, testing functionality across different browsers (Chrome, Firefox, Safari), debugging issues, and ensuring responsive design worked on various screen sizes, delivering a smooth and consistent user experience for all customers

AUTOMATION INTERN | VCG

May 2021 – Dec 2021

- Automated data collection from EV charging stations by writing Python scripts using Pandas to extract usage statistics, energy consumption metrics, and customer information from CSV files, APIs, and databases, then cleaning and standardizing the data for analysis, reducing manual data entry time by approximately 40%
- Built automated reporting workflows by creating Python and PowerShell scripts that ran on scheduled tasks to gather daily charging station performance data, move files between systems, and generate reports automatically, eliminating several hours of repetitive manual work each week
- Developed data visualization tools for stakeholder meetings by writing Python scripts to connect to charging station APIs, store data in local databases, and create Excel charts showing station utilization rates and revenue trends, making it easier for management to track performance and make data-driven decisions

PROJECTS

BINARY FILE PARSER FOR MOBILE FORENSICS | C++

- Figured out how to read a proprietary binary file format by opening files in a hex editor, spotting patterns in the data, and writing C++ code to parse call log records from mobile forensics files, successfully extracting timestamps and metadata from test files
- Wrote the parser in C++ with error handling to catch corrupted data and edge cases, plus added some basic tests to make sure it worked correctly, demonstrating ability to work with low-level data structures

HABIT TRACKING WEB APP | REACT, FIREBASE

- Built a web app using React and Firebase with user login, real-time database to store habit data, and a responsive interface that works on mobile, allowing users to track their daily habits and see their progress
- Added features like streak tracking and charts using Chart.js to visualize progress over time and show how long users maintained their habits, creating an engaging user experience

DISCORD BOT WITH AI | PYTHON

- Made a Discord bot using Python with commands for games, reminders, and conversations powered by OpenAI API, storing user stats in SQLite, serving a small community with interactive features

SKILLS

LANGUAGES: Python, JavaScript, TypeScript, C++, C#, Bash, PowerShell, SQL

FRAMEWORKS: React, Django, Node.js , Astro.js

TOOLS: Git/GitHub, Docker, Kubernetes, MySQL, MongoDB, PostgreSQL, N8N, CI/CD, Terraform

ADDITIONAL: Windows, Linux, Active Directory, Azure AD, SCCM, HyperV

EDUCATION

Royal Institute of Technology (KTH) | Foundation Year in Engineering

Jan 2024 – Jan 2025

Thorén Business School | Economics

Aug 2020 – Jun 2023

LANGUAGES

Swedish (Native) | English (Native) | Mandarin (Native) | Spanish (Elementary)