

Alexander Lehnbom

Product Support Specialist

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EXPERIENCE

Superb, Denmark(Remote) — *Product Support Specialist*

MAY 2021 - PRESENT

- Proactively searched for bugs and created detailed bug reports
- Manually tested and configured software in web and iOS
- Migrated data
- Onboarded and assisted important customers from all over the world
- Assisted first-line support with complex tickets
- Wrote detailed technical Help Center articles for both customers and internal use
- Acted as the glue and communicator between the Engineering and CX teams
- Identified bugs using Google DevTools

Computer Upgraders, Canada — *System Technician*

AUGUST 2019 - FEBRUARY 2020

- Hired as a consultant for Alberta Health Services
- Planned and executed roll-outs in hospitals around the Calgary
- Solved incidents and did troubleshooting with a high service level on-site
- Acted as a mentor for new colleagues and taught them our work process

Xido Gruppen, Sweden — *IT Support Specialist*

DECEMBER 2017 - MARCH 2019

- Supported high-security clients on-site and by phone, email and remote desktop
- Responded to client's technical issues and did trouble shooting while maintaining a positive attitude and clearly communicated multiple solutions
- Set a record for most solved cases during a year within the company, without compromising the quality of service
- Satisfied a demanding service level while dealing with high-priority tickets
- Created a comprehensive internal help center from scratch to get new colleagues onboarded quickly and make the troubleshooting process more efficient

EDUCATION

John Hopkins University Online — *HTML, CSS and JS for Web Developers*

AUGUST 2022

Online Web Development course

Codecademy — *Online*

JANUARY 2022 - AUGUST 2022

Fundamentals in HTML, CSS, and JavaScript

Borgarskolan, Sweden — *Sports*

AUGUST 2009 - JUNE 2012

Upper secondary school specializing in sports

TECHNOLOGY STACK

- HTML, CSS and JavaScript
- Manual testing
- Asana
- Cypress
- Google DevTools
- Active Directory
- Google Workspace
- Mac OS
- Windows OS
- Exchange Server
- MDM
- iOS
- Agile