

Evelina Bisell

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WORK EXPERIENCE

Bonnier News

Stockholm, Sweden

IT Technician

Feb 2020 – Present

- Provided IT support to Bonnier News employees on and off-site, regarding hardware (computers, mobile phones, office equipment, monitors, etc.), software (company specific applications, VPN, browsers, Office, Adobe, gSuite, Slack, etc.), network (cabling, routers, Wi-Fi hotspots) and user management (Active Directory, Google admin, Slack admin, OneLogin, etc.).
- Created and handled tickets in ServiceNow regarding incidents, requests and orders that came in through phone, email, chat or in person at our service desk.
- Handled installation, configuration and assigning of computers (Mac, HP and Chromebook), mobile phones (with company phone subscriptions) and peripherals to employees.

Lionbridge Technologies, Inc

Off-site

Internet Assessor; Transcriber

Mar 2019 – Aug 2019

- Assessed website quality, trustworthiness and how relevant they were as search results for Google.
- Transcribed sentences in Swedish for Google Assistants voice recognition systems.

Linköpings University

Norrköping, Sweden

Exam invigilator

May 2019 – Aug 2019

- Passed integrity testing (interviews and background check) and received exam invigilator training.

Lexikon IT-konsult

Stockholm, Sweden

IT Consultant

Nov 2016 – Nov 2017

- Provided on-site end user support at the Swedish Ministry of Finance during the launch of a new app for iOS and Android.
- Set up workspaces (computers, monitors, cables, peripherals and desk accessories) for Stockholms Stad (Stockholm Municipality) at multiple offices.
- On-site technical support, troubleshooting and network cabling during office relocations.

Bedege AB

Stockholm, Sweden

IT Support Technician

Nov 2015 – Nov 2016

- Provided 1st and 2nd line IT support, served as SPOC and dispatch, through phone and email communication for several different retail companies.
- Handled installation, configuration, maintenance and troubleshooting support for POS (Point of Sale) systems and all the customers client systems (software, hardware, databases management systems and networks).
- Provided billable IT Security consultant services, beyond IT support, for one of our customers when their client systems were infected by malware.
- Project manager for centralizing and upgrading documentation regarding hardware, systems and processes.

Circle K

Finspång, Sweden

Gas station attendant

Oct 2011 – Jul 2015

- Worked summers and weekends with sales, food preparation, logistics, cleaning and package pickup point service.

EDUCATION

Stockholm University

Stockholm, Sweden

Degree of Bachelor of Science in Computer and Systems Sciences

Aug 2020 – May 2023

SKILLS

Problem solver | Written and verbal communication skills | Responsible | Able to work independently and under pressure
OS X | Windows | Active Directory | iOS | ServiceNow | SCCM | FileWave | Google Suite | VPN | Remote Desktop |
TeamViewer | Zoom | Skype | Slack | Java | C# | Python | HTML | CSS | SQL | Android Studio | Unity | Academic Writing
Fluent in English and Swedish