

# Evelina Bisell

Skogstorps Fritidsområde 5, 585 93 Linköping, Sweden

[evelina.bisell@gmail.com](mailto:evelina.bisell@gmail.com) • +82 (0)10-2511 8108

## WORK EXPERIENCE

### Bonnier News

Stockholm, Sweden

IT Technician

Feb 2020 – Mar 2023

- 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