





# Fredrik Kihlstedt

System Engineer, cat daddy and coffee lover.

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## Skills & Qualifications

- ✓ 5+ Years experience with fire extinguishing in IT operation environments
- ✓ Extensive knowledge in crafting ad-hoc scripts to carry the world
- ✓ Created lots of Ansible roles that would hurt your eyes
- ✓ Expert in restoring my workstation because I enjoy "improving" it

## Tech & tools

Python, Bash, PowerShell

Proxmox, Terraform, Ansible

Docker, Traefik, Portainer

Wazuh, PRTG, checkmk, Grafana

## Work History

### Linux System Engineer | Orange Business

Feb 2023 - Present

Ensuring operations of Linux systems and services for PCI environment

- Linux server management
- Developing, maintaining and building Ansible roles for CIS hardening and various applications
- Manage Wazuh for our organization (System Manager)

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## **Sysadmin / Application Operation Tech | Nexer Group**

Apr 2022 - Jan 2023

Focused on server, storage & application operation in various degrees

- Linux and Windows server management (OS-level)
- Handled all general incidents and alarms from customer environments
- Performed custom maintenance of applications and servers in project-type settings
- Scripting to support custom application pipelines

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## **IT Technician | Academedia**

Jan 2018- Mar 2022

Firstline -> Secondline -> Thirdline

- Windows server management (OS-level) primarily
- Some very small and simple projects on Microsoft Azure
- Accidentally did a bad DNS modification which lead to a very large main site being down for a couple of hours..
- Managed Microsoft 365 & Exchange Online
- System manager for Airwatch & Apple School Manager (MDM)
- Planned and executed a rebuild of the MDM setup
- Handled alarms for network equipment on hundreds of sites

- Setup and configured network equipment on multiple sites
- In-house, remote and on-site support for issues related to devices, networks, accounts & systems

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### **Mac Technician / Site Manager | Digital Inn**

Okt 2014 - Dec 2017

Repaired Apple hardware such as Macs & Thunderbolt displays while later also acting as the site manager

- Apple Certified Macintosh Technician 2015
- Lots of stats to try and hit while maintaining customer satisfaction
- Forgot to unplug a iMac PSU or two while doing repairs.. zapp
- Towards the last year I started another serviceshop for the company and became the service manager

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### **Support Technician | Uniflex**

Feb 2013 - Okt 2014

Technical phone and chat support for customers

- Supported computers, smartphones, tablets, routers, switches, OS, software and cloud services.
- Had a very high customer satisfaction score

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### **Lessons learned**

- Power Supply Units can *really* zapp you..

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- Be humble and grateful for new experiences

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- Tech aside, we're all just humans.

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- It's always DNS..