



CREATIVE & KNOW HOW TO GOOGLE

Gabriella Broberg

Gabriella.broberg@live.se
+46 70 797 22 68
Location: Stockholm, Sweden

About me

I come from an international health company that has been in an extremely expansive phase. Our support department had to change quickly during the pandemic, to be able to meet the needs of the growth and working remote. It has been a shaky but fun journey. When I started, we didn't even have a ticketing system.

It was pure coincidence that I started in IT. But now I can't think of working with anything else. Problem solving, forming processes and growth drives me!

Today I am learning JavaScript, HTML and CSS, just for fun and to explore!

What I wish from you:

A workplace that wants to see me grow to my true potential. Colleagues who want to exchange knowledge with me, build something extraordinary together and have fun along the way.

Qualifications

- Experience from a hypergrowth startup
- Generalist
- Service & Support
- Communication
- Graphic design (Adobe Illustrator + Photoshop)

- English - Excellent
- Portuguese - Mother tongue
- Swedish - Native Language
- German - Fluent (But a bit rusty)

Work life experience

Kry International AB

IT Engineer / Project Lead - Dec 2020 - feb 2023

- Project management when, for example, new opening of health centers
- Agile working method (Jira - Scrum + Kanban)
- IT Processes
- Vendor management
- User experience - Servicedesk
- Support (including Mac, purchasing, inventory management, etc.)
- Introduction of guidelines for documentation
- G-Suite, M365, Azure, Slack Admin, Zendesk etc.

CocaCola European Partners

2nd line / Rollout technicians - Dec 2018 - Aug 2020

- Lifecycle management
- Installations in Windows environment
- Participated in major migrations & projects
- On-site support
- Basic knowledge in networks

H&M

1st Line Helpdesk technician - Jan 2018 - Dec 2018

- Support via phone, e-mail & Chat
- KCS (Knowledge Centered Service) & Documentation
- Installation, software, remote control, Active Directory, Office 2007/2010, Servicenow
- IFR (Information Flow Responsible)

Education (Short version!)

Canea - Project Management

May 2022, Competence development

3-day training that I requested for my latest role at Kry.

University of Stockholm

2010- 2014, Latin American Studies

Bachelor's degree with focus on Latin American politics, economics and history.

Other work experience and studies between - 2010 - 2017 can be found on LinkedIn