

# Jacob Wahlström

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## ABOUT

Curious and driven with a strong interest in tech, problem-solving, and collaboration. I thrive in fast-paced environments and am eager to grow both technically and professionally by contributing to meaningful, real-world projects.

## HIGHLIGHTS

**Galatea** Jun 2023 - Aug 2023  
**Customer Service Coordinator**

At Galatea, one of Scandinavia’s leading beverage distributors, I was responsible for ensuring smooth logistics and high customer satisfaction. When delays occurred, I often had to devise quick and creative delivery solutions, such as coordinating taxis or local couriers to minimize disruption. This role strengthened my problem-solving skills and ability to think on my feet in high-stakes situations.

**Instabox** Sep 2020 - Feb 2021  
**Customer Support Representative**

I joined Instabox during the launch of their customer support function, which meant operating in a fast-changing and somewhat chaotic environment. With few formal processes in place, I independently handled a wide range of customer issues. From simple to highly complex cases often solving problems beyond the normal scope of my role. This experience sharpened my adaptability, responsibility, and comfort with ambiguity in tech-driven settings.

**Klarna** Sep 2018 - Nov 2019  
**Customer Service Agent**

At Klarna, I worked in a high-paced environment handling customer service via chat, phone, and email. As a senior team member, I took on extra responsibilities such as mentoring new colleagues and supporting complex inquiries. The role required multitasking, quick decision-making, and delivering consistent service under pressure. Skills that strengthened my ability to prioritize, communicate, and take initiative.

## EDUCATION

**Örebro University – BSc in Information Systems**  
*Jan 2023 – Present | Örebro, Sweden*  
Currently pursuing a degree in Information Systems with a focus on programming (Java, JavaScript, C#, SQL), business systems, and agile methodologies.

- Completed an exchange semester in Germany (Fall 2024), studying SAP ERP, business administration, and operations management.
- Was a active student mentor, supporting new students with academic and social onboarding.
- Completed additional summer courses in rhetoric (2024) at Linköping University and Uppsala University.

**Örebro University – Human Resource Management (incomplete)**  
*Aug 2021 – Jan 2023 | Örebro, Sweden*  
Studied leadership and pedagogy before transitioning to the IT field to pursue my passion for technology.

## EXPERIENCE

**Customer Service & Logistics Roles**  
*Klarna, Tre, Instabox, Galatea, Bostadsförmedlingen (part-time, 2018–2023)*  
Handled customer service, sales support, and logistics coordination in dynamic and fast-paced settings.

**Simplex / Waste Collection Assistant**  
July–August 2025  
Collected and sorted waste in collaboration with drivers, demonstrating reliability and endurance.