

INGRID KARLSSON

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With more than 21 years working experience at IKEA, my passion is to simplify information flows, improve process coordination, and get the job done! I thrive in straightforward work environments where I can work independently, within clear boundaries to achieve expected goals that are framed together. As a true team player, I enjoy contributing to a positive attitude and setting up guidelines and processes to help capture, share, and spread both information and process knowledge.



WORK EXPERIENCE

[2023] – [2024]

SUPPLIER CONTRACT ADMINISTRATOR [IKEA, Malmö]

I was responsible for the administration of supplier contracts and new service requests, as well as amending open Purchase Orders when necessary. My main duties were to monitor approval processes and manage the creation and renewal of various contract types.



[2021] – [2023]

KNOWLEDGE MANAGEMENT SUPER USER [IKEA, Malmö]

As a subject matter expert in all tasks related to administrative support, in particular within the tools NOW IT, Service Now, and IKEA Wiki-page, my assignment was to support product teams to capture and share accurate information in a timely manner in relevant system, with the purpose of improving quality in day-to-day operations related to incident and request management.



[2021] – [2022]

PROCESS DEVELOPER [IKEA, Malmö]

As part of the JML (Join-Move-Leave) initiative I had the role as process developer of the on- and off-boarding process for contingent workers. The final outcome of my assignment was documented instructions to be used by the hiring manager as well as the contingent worker. I also have the role of process owner.



[2018] – [2021]

PROJECT ONLINE SUPER USER [IKEA, Malmö]

During the implementation of Project Online (POL), my initial role was as Business Acceptance Tester, including creating reports on project status to the steering group. As of 2019, my role switched to being a super user for supporting the running business and projects with process and tool knowledge, testing new functionalities documented in Zephyr, and writing deployment requests.



[2015] – [2018]

PROJECT COORDINATOR IPOS [IKEA IT, Helsingborg]

IKEA Point of Sale (iPOS) was to be implemented also for Food Services as a global roll-out initiative, where my job was to assist in coordinating the project tasks (e.g. updating the Kanban board, report creation of project status) and be the main contact person for ensuring the running sellable range in upstream systems e.g. PIA, SOSIF. My assignment included vendor and stakeholder management, ordering test environments, being a dedicated tester for Canada and the US, as well as finalising all project closure tasks at the end of the successful implementation in 351 Stores in 28 countries.



[2013] – [2015]

PROJECT COORDINATOR ICC4 SERVER [IKEA IT, Helsingborg]

Main responsibility was to devise a plan and to coordinate the migration activities across 600 sites under the ICC4 roll-out initiative's four stages: preparation, pre-migration, migration and post-migration, while continuously securing change management and deployment requests. Daily tasks included supporting the site in preparing hardware and software issues, e.g. network, disc space, printer devices, WDS files, answering questions posed in the project mailbox, secure hand-over to local IT, and report the global roll-out progress to the steering group.



[2011] – [2013]

DEPUTY PROJECT MANAGER ICC4 CLIENT [IKEA IT, Helsingborg]



Coordinate the ICC4 Client rollout. Booking and writing the change requests for all site changes in the production environment. Secure that the site was all prepared in the steps. Coordinate project mailbox, do handover, create reports of the scope and progress and follow-ups. Report the global roll-out progress to the steering group. The ICC4 Client rollout migrated successfully to almost 75.000 PC clients across all IKEA Group sites globally.

[2003] – [2011]

IT ADMIN SUPPORT SPECIALIST [IKEA IT, Helsingborg]



At Helpdesk support and local on-site IT support I handled incoming access and support requests from retailer end-users for systems such as MHS, PTAG, Tills and Storepoint back office. Tasks included ordering computer, account administration, and monitoring system vendor contracts. My second main responsibility was as administrator for the IT department's own administrative needs, e.g. salary systems, invoice systems, time registration, and updating Weborder.

[2001] – [2003]

HELPDESK AGENT [EDS, Stockholm]



Provide technical support to many different companies. Supporting PC/LAN, mainframes (IBM), AS400, Tandem, WEB and communication.

[1999] – [2001]

BROADBAND SUPPORT [STJÄRN TV UPC, Stockholm]



Technical broadband support specialist to end-users both at home and business users.

[1999] – [1999]

TECHNICAL SUPPORT [COMPAQ, Sveg]



General technical support by phone and email regarding both hardware and software.

[1992 – 1997]

Earlier working experiences include various nursing, personal assistance and nanny assignments in various locations across Sweden as well as Germany, Spain and the US. Shorter assignments include experiences from hotel kitchen and reception as well as a mushroom cultivation farm.



EDUCATION

[1998]

COMPUTER ENGINEERING WEBBDESIGN, [ADULT EDUCATION, ÄLMHULT]

[AUGUST 1989] – [JUNE 1992]

HEALTH & SOCIAL CARE PROGRAM, [HAGANÄS, Älmhult]

SKILLS & KEY COMPETENCES

- Administration and IT support
- Global roll-out project coordination
- Project management & reporting
- Contract management & Purchase Orders
- Process development & documentation
- Fluent in English, Swedish
- Waterfall vs Agile ways-of-working
- Communicative Leadership
- ServiceNow, Gira, Confluence