Andreas Nyberg

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Atlassian Expert with hands-on experience in **IT security compliance**, **workflow automation,** and **platform optimisation**. Skilled in leading **ISO 27001 implementations,** driving IT service transitions, and enhancing operational efficiency through strategic tooling. Proficient in managing cross-functional teams, **automating processes**, and supporting leadership with IT scaling strategies. Holder of active **SC Clearance**, with a strong focus on practical solutions and innovative systems design.

Certifications & Areas of Expertise

→ **ITIL® 4: Intro to Service Management** – LinkedIn Learning | Feb 2025
→ **Agile Project Management with Jira Cloud** – Atlassian University | Feb 2025

→ **IT Service Desk: Service Management** – LinkedIn Learning | Feb 2025
→ **Git Essential Training** – LinkedIn Learning | Feb 2025

→ **Security Clearance**: SC Cleared (Active)
→ **Jira Administration: Automation** – LinkedIn Learning | Feb 2025

→ Atlassian Suite Administration (Jira, Confluence, Opsgenie)
→ API Integrations & System Architecture

→ Workflow Automation & Process Optimisation
→ Incident Management & IT Service Transitions

→ ISO 27001 Implementation & IT Security Compliance – Practical Experience
→ SaaS Cost Optimisation & IT Strategy

Professional Experience

Datasparq, London

Data Service & Internal IT Manager   Jan 2023 - Jan 2025

→ **Service Management & Client Support**
  ◆ **Led the transition from Zendesk to Jira Service Management**, improving ticket workflows and alignment with engineering teams.
  ◆ Developed **unique self-service Knowledge Bases & Confluence spaces for our clients**, improving customer autonomy and documentation access.
  ◆ Simplified email communications by consolidating multiple addresses into a single professional support channel.

→ **IT Systems & Internal Tooling**
  ◆ Managed **user access & system administration** for Atlassian, Google Workspace, GitHub, GCP, Azure, HubSpot and more
  ◆ Built **automated cost reports** for GCP & Atlassian infrastructure, improving **IT cost transparency**.
  ◆ Developed low-cost integrations & automation using webhooks, APIs, and free platform integrations to streamline internal workflows.
  ◆ Improved release management processes in GitHub, enhancing version control and system stability.

→ **ISO 27001:2022 Compliance & Security**
  ◆ Led **ISO 27001** re-certification, dedicating **60-70%** of time to compliance.
  ◆ Spearheaded the framework transition to the 2022 standard, and oversaw the implementation of a new structured approach.
  ◆ Led the revision and optimisation of **Standard Operating Procedures (SOPs)** to align with updated compliance requirements.
  ◆ Migrated security documentation from **Google Drive** to **Confluence**, structuring compliance for easier audits.

◆ Developed a proof-of-concept AI chatbot to assist auditors in efficiently locating compliance documentation, streamlining audit processes and improving accessibility to critical information.

→ **Internal Process Optimisation & Tooling**
◆ Introduced structured incident response processes and workflows to handle system alerts and client escalations, by leveraging JSM & Opsgenie
◆ Designed and implemented **cost-effective automation** using **webhooks, APIs, and no-cost apps**, optimising system integrations & productivity.
◆ Led **workshops & training** on **Atlassian tools**, improving **company-wide system adoption.**

Key Achievements & Impact:

★ Enhanced operational efficiency by centralising support tools, reducing response times, and automating manual workflows.

★ Drove IT & system improvements without additional cost by leveraging APIs, webhooks, and free solutions.

★ Secured ISO 27001:2022 compliance through structured policy development and innovative documentation management.

★ Increased collaboration & transparency with dedicated Confluence spaces, structured reporting, and streamlined communication.

★ Positioned Datasparq for scalability by optimising internal IT management, asset tracking, and access controls.

Zephr (A Part of Zuora), London

Global Support Manager   *Jul 2021 - Jan 2023*

Key Contributions & Achievements

→ **Built & scaled B2B technical support teams** in the UK & New Zealand, supporting tier 1 clients (e.g., WHICH?, New York Post, News Corp Australia).

→ Designed escalation **workflows, integrating Jira, PagerDuty, Slack,** and other tools to prevent incidents.

→ Led **company-wide JIRA administration**, optimising workflows and ticket management.

→ Established a **24/5 global support model**, improving **customer coverage & satisfaction.**

Endeavor Streaming, London

L2 Support Manager   *Nov 2018 - Nov 2020*

Key Contributions & Achievements

→ **Built & led the L2 support team**, providing high-end support for NBA, EFL, OSN, EuroLeague, FEI, UFC, and BT Box Office.

→ Developed proprietary troubleshooting tools, reducing ticket escalations to development teams.

→ **Integrated knowledge base software**, improving internal information flow.

→ Spearheaded the **launch** of **Endeavor's first UK-based L2 support department**.

NeuLion Inc, London

Technical Support Manager   *Nov 2012 - Nov 2018*

Key Contributions & Achievements

➔ Led technical support & client onboarding for platforms used by ITV, Carrefour, BT TV.

➔ **Trained** & **onboarded 60+ EFL football clubs** onto a new VOD platform.

➔ Managed **platform configurations**, live incident investigations, and escalation workflows.

➔ Oversaw multi-channel **customer support operations, including phone, chat, and email**.

Saffron Digital Ltd. London

Customer Service Manager   *Oct 2011 - Nov 2012*

Key Contributions & Achievements

➔ **Built customer service teams** for KDDI Videopass & ITV Essentials, expanding their European support footprint.

➔ Led **CRM implementations**, improving client segmentation & support processes.

➔ **Developed cost-saving operational workflows**, improving efficiency & customer retention.

Professional Software & Technical Skills

Tool Evaluation & Integration

★ **Jira | JSM | Confluence | Opsgenie** | HubSpot | Google Workspace | GitHub | Azure | Google Cloud Platform (GCP)

Workflow Automation & Cost Optimisation

★ Webhooks | REST APIs | Zapier | AI-Assisted Knowledge Management

Certifications & Professional Development

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★ Jira Administration: Automation – LinkedIn Learning | Feb 2025
★ Agile Project Management with Jira Cloud – Atlassian University | Feb 2025
★ Git Essential Training – LinkedIn Learning | Feb 2025
★ ISO 27001 Implementation & IT Security Compliance – Practical Experience
★ Security Clearance: SC Cleared (Active)

Education

➔ Kristinehamns Folkhögskola, Sweden – Higher Education (2005–2006)
➔ Risbergska Skolan, Sweden – Upper Secondary Education (1999–2002)