Philip Nilsson

Technical Process Specialist

✉ philip.nilsson23@gmail.com 📞 +46738336173

📍 Älmhult in philip.nilsson23

Digitally skilled professional with 18+ years in global IT support. Consistently recognized as a top performer for efficiency and quality. Structured problem-solver who developed a full-stack automation tool that significantly boosted team productivity. Strong team player thriving in collaborative, cross-functional environments and leveraging technology to improve business outcomes.

Career Highlights

Automation & Efficiency
Developed a Vue.js/Electron tool that **saves 2,000+ hours annually** and significantly boosted productivity.

International Training
Delivered a **3-month training assignment in the USA**, improving team capability and knowledge retention.

Sustained Excellence & Mentorship
Achieved **top performance rankings and high quality assurance scores** over 18 years, serving as a trusted resource for colleague assistance and problem-solving.

Work Experience

2024 – Present
Älmhult, Sweden

Infosys (formerly IKEA IT)
Technical Process Specialist
- Continued in current role after transition from IKEA to Infosys

IKEA IT AB

2021 – 2024
Älmhult, Sweden

Support Specialist
- **Developed and deployed an internal desktop app (Vue.js + Electron)** to automate recurring IT admin tasks, **saving the team 2,000+ hours annually** and freeing up over 50 hours weekly.
- **Consistently recognized as a top performer** within the support organization, achieving high ticket resolution volume and maintaining consistent quality assurance scores.
- **Contributed significantly to a key data analysis project** focused on optimizing incoming support channels, providing management with **data-driven recommendations** that influenced workflow decisions.

2007 – 2021
Älmhult, Sweden

Support Analyst
- **Expertly managed and resolved complex incidents** for the global IKEA companies, building expertise in core business systems, while consistently being recognized for **top performance, high-quality assurance scores**, and providing **trusted assistance to colleagues** over the 14-year period.
- **Technical Specialization & Service Management:** Held the title **Email Specialist** responsible for the global email platform, driving stakeholder engagement, knowledge updates, and mentoring. Also served as **Technical SME** across specialized infrastructure (AD, LDAP, VPN, SMTP)
- **Delivered a three-month international training assignment in the USA (2009)**, successfully educating a senior team on purchasing office systems and improving their long-term capability and knowledge retention.

2006 – 2007 Strömsnäsbruk, Sweden	**Transcom** Customer Support • Assisted customers with **technical support, subscription management, and billing inquiries**, serving as a critical frontline contact for service issues. • **Balanced high call volumes** with administrative duties and sales responsibilities, demonstrating strong **multitasking** and time management skills.

Education

2018 – 2020	**Luleå University of Technology** • Web Development II - Script languages and databases | 7.5 hp • Web Development I - Introduction | 7.5 hp
2003 – 2006	**Haganässkolan, upper secondary school** • Electricity and computer engineering

Technical Skills

Frontend & Application Development
JavaScript, HTML, CSS, VueJS, Electron (Production Experience), React (Personal Projects).

Design & User Experience
UX/UI Awareness, Design Fundamentals

Data & Querying
SQL, Spreadsheets

Technical Operations & Support
Ticketing & Incident Management, AD, LDAP, VPN (Cisco), SMTP/Email Services, Global Software Rollouts.

Cloud fundamentals
Azure Fundamentals, AI Tools.

Automation & Scripting
PowerShell, Python

Professional Skills

Operational Excellence & Process
Incident & Problem Management , ITIL Process Awareness , Continuous Improvement.

Problem Solving & Analysis
Problem Solving , Root Cause Analysis , Analytical Thinking

Teamwork & Collaboration
Cross-Functional Collaboration, Training & Knowledge Sharing

Service & Stakeholder Focus
Customer Focus, Stakeholder Management

Key Courses & Certificates

Google Data Analytics Professional Certificate
Coursera, 2025

Generative AI for Automation Certificate
Coursera, 2025

Microsoft Copilot for Productivity Certificate
Microsoft/LinkedIn Learning, 2025

LEX Certificates (2025)
• CS200 Customer Service Proficiency
• UX Design Tips for Developers
• Generative AI Landscape

Google IT Automation with Python Professional Certificate
Coursera, 2025

Microsoft Azure AI Essentials Professional Certificate
Microsoft/LinkedIn Learning, 2025

Pluralsight Courses (2019-2024)
• Microsoft Azure Fundamentals (AZ-900)
• Building Websites with HTML, CSS, and JavaScript
• Electron Fundamentals
• Microsoft Power Automate (PL-100)