

Systems Engineer / IT-Consultant / Customer Service

Madrid, Madrid

## About me

Versatile and results-focused professional, with solid training in systems engineering and IT consulting. Practical experience in technical support, web development and customer service. Proven track record in solving complex technical challenges through innovative solutions.

## Personal skills

Active listener	<div><div></div></div>
Innovative thoughts	<div><div></div></div>
Openness to feedback	<div><div></div></div>
Learn new tools/systems	<div><div></div></div>
Communication skills	<div><div></div></div>
Technical adaptability	<div><div></div></div>

## Languages

Swedish	<div><div></div></div>
English	<div><div></div></div>
German	<div><div></div></div>
Spanish	<div><div></div></div>

## Experiences

**Data Language Annotator, Transperfect, SPAIN** 2024-03 to current

- Identifying and labeling the properties of transcribed data.
- Categorizing provided data into different criteria.
- Input data and information following company guidelines.
- Focusing on speech or text recognition, input methods, keyboard/swipe technology, and other areas of human-machine interaction related to languages.

**Receptionist, Maui Hostels, MEXICO** 2022-06 to 2023-07

- Made reservations and confirmations for rooms and tours.
- Management of payments, calls and emails.
- Maintained records and files, verified cleanliness and guest safety. Problem solution.

**Assistant, HR Scandinavia, SWEDEN** 2019-02 to 2022-06

- I monitored their health, medications, provided emotional support, and communicated with other healthcare providers to ensure comprehensive patient care.
- Planning activities, meditation and learning other languages.

**IT-support Specialist, Tieto, ESTONIA** 2016-06 to 2018-06

- Support customers with issues related to their Windows computers, phones, printers, network, etc.
- Systems used daily: Active Directory, MS 365 and between 15 and 20 other systems.

**Mobile Phone Tester, Tieto, SWEDEN** 2011-02 to 2012-11

- Functional, volume, manual and automatic tests of GSM, GPRS and WCDMA phones.
- Provide support to other departments.
- Work in scrum/agile methods.

**Mobile Phone Tester, Nokia, DENMARK** 2008-03 to 2009-01

- Functional, volume, manual and automatic tests of GSM, GPRS and WCDMA phones.

## Volunteer experience

### YMCA, MS Visual Basic 5 Teacher

- Responsible for producing the teaching material and planning the 6-month course.
- Responsible for the PCs and network of the YMCA Computer Training Center as a systems technician.

## Expertise

Javascript Programming	<div><div></div></div>
C#	<div><div></div></div>
C++ / C	<div><div></div></div>
HTML	<div><div></div></div>
CSS	<div><div></div></div>
SQL / MSQL	<div><div></div></div>
LINUX & UNIX	<div><div></div></div>
Windows Server	<div><div></div></div>
Social Media	<div><div></div></div>
Active Directory	<div><div></div></div>
TONE / SNOW	<div><div></div></div>
Frontdesk Master	<div><div></div></div>
Photoshop	<div><div></div></div>

## Personal interests



## Education

### Social Media, Miroi Learning

2014-03 to 2014-05

- Basic knowledge of Facebook, Twitter, Pinterest and LinkedIn.
- Group project to increase interest in a specific company or product and create marketing advertisements.

### Entrepreneur, Malmö Entrepreneur School

2010-02 to 2010-06

- Sales, pricing, negotiations, marketing, structure, personal leadership.
- 4 professional coaching sessions in marketing and customer acquisition.

### Access Bars & Certified Facilitator, Access Consciousness

2009-06 to 2018-12

- I actively pursued personal development by enrolling in a series of consciousness-expanding courses, fostering self-awareness and improving my cognitive skills.
- Facilitated classes in Access Bars and Access Foundation.

### Level Design, Lernia

2002-12 to 2003-02

- Basic knowledge of Maya 4.0 and basic Photoshop 7.0
- Basic knowledge in writing manuscripts.

### Systems engineer, University of Middle Sweden

1994-09 to 2000-06

- Master of Science in Electrical Engineering with a specialty in telecommunications.

## Certifications

- ISTQB Foundation 2016, Tieto
- Trigger Point Massage 2021, Conscious Expansion
- Access Bars Facilitator 2018, Access Consciousness
- Certified Access Consciousness Facilitator 2013, Access Consciousness