



# Ecce Jönsson

Delivery Manager , Security Engineer, Support Lead

## Profile

Enthusiastic and self-driven integration specialist dedicated to providing excellent customer service. Organized, detail oriented, and experienced in properly handling customer inquiries.

Where others see problems, I see challenges that need to be solved and are most likely already working on solving them.

Biggest achievements:

- Successfully supported and migrated ~50.000 merchants to a newer API version
- Integrated ~1500 new merchants in SME Deliverys successfully within SLA's and our KPI's
- Created a Technical Onboarding program for the Technical Support and SME Delivery
- Mapped out and rebuilt the structure and way of working for SME Delivery and Tech support
- Created and ran a group of internal experts on Slack
- Was part of and later led one of the most profitable delivery teams
- Became a mentor and inspired several people to pursue a career in Delivery

Personal achievements:

- Challenged myself to learn python in my spare time and wrote a web scraper that scrapes a bunch of recipe websites and saves only the recipes in text form. Also have a version of it written in Bash.
- Wrote a chrome extension in JS to help colleagues to look for specific parameters on shopify website's.

## Employment History

### Accountable Lead SME Delivery NorDach at Klarna, Stockholm

January 2022 — June 2022

- Leading a team of 5 Delivery Associates in the Nordic and DACH market

### Tech Future Lead at Klarna, Stockholm

May 2021 — January 2022

- Globally responsible to restructure the Tech support line in Merchant support on Klarna
- Created trainings
- Recruited agents
- Created routines

### Delivery Associate at Klarna, Stockholm

November 2019 — May 2021

## Details

Stockholm

Sweden

0046 73 687 80 06

[trollkarln@filiokus.se](mailto:trollkarln@filiokus.se)

Driving license

Yes

## Links

[LinkedIn](#)

[My website](#)

## Skills

Python

IT Project Management

ITIL

IT Security

Leadership Skills

Customer Support

IT Support

Computer Software

Computer Hardware

HTML/CSS/JavaScript

Ethical Hacking

RestAPI

Cyber Security

## Languages

Swedish

English

Norwegian

Spanish

- Worked well independently and on a team to solve problems.
- Provided outstanding technical support to clients.
- Provided effective troubleshooting and remediation for web applications.
- Successfully identified, diagnosed, and fixed website problems, including broken links, typographical errors, and formatting issues.

## Hobbies

Cyber security, Linux, cooking, gaming, card magic.

### Help desk agent at H & M, Stockholm

June 2019 — September 2019

- Continually worked to enhance call center's reputation by providing quality and timely service.
- Answered phone calls and provided callers with pertinent information and assistance.
- Showed a clear understanding of departments and their procedures.

### Sales Professional at Härjedalskök, Östersund

January 2019 — June 2019

- Worked as a dedicated and accomplished Field Sales Professional for one of the largest kitchen companies in the area.
- Demonstrated success planning and presenting solutions.

### IT Technician at Studentconsulting, Umeå

September 2014 — January 2019

- Worked with different clients to provide great IT Support
- Shorter missions

### IT Analyst at AstraZeneca, Barcelona

May 2014 — August 2014

- Performed scheduled updates, routine maintenance calls, and made repairs when necessary.
- Provided outstanding technical support to clients.
- Tested and accurately configured software and maintained high functioning hardware.

### Diagnostician at InfoCare, Östersund

January 2012 — May 2014

- Tested and accurately configured software and maintained high functioning hardware.
- Served as a friendly, hardworking, and punctual employee.
- Maintained a clean and organized working environment to enhance productivity.

## Education

### Linux DevOps Engineer, Edugrade, Stockholm

August 2020 — June 2022

Did not graduate but will finish the degree in 2023. Studied alongside work so did not have the time to finish the last project.

### Umeå University, Umeå

August 2014 — April 2017

Studied a bachelor in Culinary Arts, cancelled my studies due to moving.

**Sociology/Risk Management, Mid Sweden University, Östersund**

August 2012 — June 2014

Studied risk and crisis management for 2 years.

**Upper secondary school, John Bauer, Östersund**

August 2003 — June 2006

Studied IT-Media in upper secondary school.

◀ **References**

References available upon request