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EDUCATION

Systems Science
Linköping University |
2010 – 2012
*Completed 89 credits towards a
Bachelor's Degree in Systems
Science. Relevant Courses
Included:*

IT project, an introduction
| **2011-02-06**

Business Processes and IT
| **2011-03-31**

Business Oriented IT
Design
| **2011-12-14**

Enterprise Systems
| **2012-03-08**

LANGUAGE

Fluent in **Swedish, English**
and **Farsi**

REZA R. MAKWANDI

ICT SERVICE DESK SPECIALIST

PROFILE

I am a service-oriented ICT service desk specialist with 3 years' experience in isolating and solving technical issues which facilitates the everyday business. I am a driven and hungry guy, constantly looking for ways to improve myself. Past employment has equipped me with a wide range of skills. More specifically:

- Coordinating changes in different systems environments with vendors, end users and specialists.
- Making the workflow more efficient by using or developing the right tools.
- Understanding the importance of which an eye for details and a service mindset has in the outcome.

EXPERIENCE

ICT Service desk specialist
Fazer AB | **06/2016-Present**

- Administrating user accounts/access in different systems.
- Planning together with external vendors and implementing software upgrades on terminal servers.
- Being a part of migration projects where systems, users, servers and networks are moved to a different environment.
- Holding introductory/advanced SharePoint training sessions for internal users.
- Developed a Service Desk tool with PowerShell that automates and simplifies repetitive tasks.
- Being entrusted to manage the team by the acting manager when needed.
- Meticulous documenting in a case management system, Footprints.

HARD SKILLS

- Unified Modeling Language (UML)
- Microsoft Office and Exchange
- Microsoft PowerShell
- Microsoft SharePoint
- HTML, CSS and CMS (WordPress, EPiServer)
- Object Oriented Programming with C#
- IT Help Desk Ticketing

SOFT SKILLS

- Social
- Service minded
- Creative
- Devoted
- Problem solver

MY INTERESTS

- Quality time with my family
- Programming: <https://bit.ly/2N9wRAy>
- Acquisition of skills: <https://bit.ly/2GOONj4>

Bartender/waiter

Hotel and restaurants | **02/2005-06/2016**

Scandic Ariadne	Stockholm	04/2015-06/2016
Lagerqvist	Norrköping	04/2009-07/2014
Sjöstugan	Norrköping	06/2008-08/2008
Otten	Norrköping	08/2007-04/2009
Soft Kök och Bar	Stockholm	05/2007-06/2007
Scandic Alvik	Stockholm	02/2005-01/2007

Learned some important traits from these work experiences

- I learned that service is about giving more than what's expected.
- I learned how to adjust to different social settings and connect with people.
- I learned to handle stress without losing myself.

IT-Support and Webmaster

Alerta Omsorg | **01/2015-04/2015**

- Created and maintained their website using a CMS system (WordPress).
- Wrote manuals on how to make changes to the site.
- Helped with IT issues at the company.

Front End Webb designer

Storleden | **02/2013-05/2014**

- Created front end designs based on customer requirements.
- Implemented responsive design on different projects.
- Worked with Skeleton Grid and HTML 5.