



# Anton Johnsson

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The first time I worked in customer service was at a hotel in my late teens. It was here that I realized what an incredibly rewarding feeling it is when you receive a smile or a pat on the back for your efforts. Especially when it comes directly from the customer, who has no obligation to be nice to you. This feeling describes exactly what I strive to achieve in all of my tickets. In my current role, customers receive a customer satisfaction survey after their contact with me. Looking at these figures, last year I averaged 9.1 out of 10, and this year, so far, I am at a 9.4 out of 10.

In my free time, you'll often find me in my small workshop, where I'm working on some technical project based on 3D printing combined with single-board computers.

When I'm not in the workshop, I'm editing my latest film, which then ends up on my YouTube channel. A selection of my personal film projects can be seen in my digital portfolio at [antonjohnsson.net/cv](http://antonjohnsson.net/cv).

## Skills and Competencies

### Photo and Video Editing:

Photoshop ●●●●○ Lightroom ●●●○○  
Premiere Pro ●●●●● After Effects ●●●●○  
Audition ●●○○○

### 3D Modelling:

Fusion 360 ●●●●○ Unreal Engine ●●●○○  
Blender ●●○○○

### Protocols and Systems:

BACnet ●●●○○ KNX ●●●●○  
M-Bus ●●○○○ Modbus ●●●○○  
Windows ●●●●● Linux ●●●○○  
Zendesk ●●●●● iScala ●●●●●

### Personal Qualities

Customer Service Creativity  
Project Management Problem Solving  
Decision-Making Strong Work Ethic  
Loyalty

## Work Experience

### Technical Services Engineer, HMS

May, 2022 – Ongoing

Technical support with specialized expertise in our products focused on industrial communication.

Main Responsibilities:

- Troubleshooting setups for distributors and end customers worldwide, either via Zendesk, phone, or Teams.
- Responsible for establishing our new forum and the main contact person after its implementation. The forum reduced the number of issues in our inbox.
- Develop and produce educational material in the form of knowledgebase articles, videos, and live presentations for both internal and external use.

### Customer Service, HMS

Mar 2020 – May 2022

Customer service with the primary task of order processing

Main Responsibilities:

- Order processing and customer service for internal and external parties in the ERP systems Epicor iScala and Dynamics365 F&O.
- Develop educational material in the form of presentations and document guides for internal use.
- Responsible for establishing a new web platform/web shop and the main contact person for the platform after its implementation. The platform reduced the number of manual orders we had to process.

## Education

### Courses at Halmstad University:

- Administration of Computer Systems
- Administration of Operating Systems
- Data Extraction from Digital Storage Media
- Computer Networks 1 (Theory)
- Introduction to IT Forensics
- Criminology and IT-Related Crime

### Sturegymnasiet in Halmstad

- Media program, specialization in TV and film production

## Certifications

- ITIL Foundation
- Wenell Project Management Training (Diploma)

## Languages

- Swedish (Native)
- English (Fluent)

## Driver License

B-license

### **IT Support for End Customers, Techbuddy**

*Sep 2018 – Mar 2020*

Techbuddy provides IT support to customers for Telia, Tele2, IP-only, and others.

Main Responsibilities:

- Customer visits where I set up or troubleshooted installations with a focus on internet connection, IPTV, and IP telephony.

### **Service Desk Operator, Systembolaget AB**

*Jan 2017 – May 2018*

Support for the company's stores and headquarters.

Main Responsibilities:

- Troubleshooting via support portal or phone for users with issues ranging from computer crashes to security gates not functioning.
- Testing new devices for later implementation.

### **Store Sales Associate, Systembolaget AB**

*Feb 2014 – May 2018*

Worked in various stores over the years both in Halmstad and Stockholm.

Main Responsibilities:

- Customer service on the floor with expertise in taste pairing.
- Warehouse handling, receiving goods, and inventory.
- Cash register duties.

### **IT Consultant, Mycke Fotostudio**

*Oct 2013 – Feb 2014*

Solution-oriented resource.

Main Responsibilities:

- Set up network environments.
- Advisor on film and photography projects.
- Built a new photo studio in Helsingborg.

### **Self-Employed, "AJ Media"**

*2011 – 2012*

Focused on photography and filming for advertising purposes.

Main Client: HansK in Skene, where we completed 3 projects:

- Filming and editing the premiere of the collection "ZigZag".
- Short promotional film about the company's history.
- Photography of 360° images for a new website.

### **Photographer, Eica AB**

*Oktober, 2010*

Photographed promotional images and portraits of employees for the company's new website.

### **Project Manager, Halmstad Municipality**

*Jan – Mar 2010*

For the grand opening week of Halmstad Arena, a computer LAN event was planned over 2 days, where I had administrative responsibility.

Main Responsibilities:

- Point of contact for questions or comments both during preparations and the event itself.
- Hiring various artists and clubs.
- Created and distributed promotional material.