

Johan Karlsson

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Date of birth: 11 August 1976

Education

From	To	
2005-09	2005-09	General overview course in UNIX
2000-01	2000-01	Ratten – WM-data's project model course
1999-12	1999-12	Reducible solutions with MTS (Microsoft Transaction Server) and VB (fundamental course)
1999-11	1999-11	XML-briefing course.
1999-04	1999-04	MS SQL Server 7.0 fundamental course
1999-03	1999-03	ASP with VBScripting fundamental course
1995-01	1998-06	Bachelor of Computer Science & Engineering, University in Gävle, Sweden
1992-08	1995-06	3-year long technical gymnasium (within the computer area the last year).

Work experience

SERCO, Data Conversion Service S.A. (DCS) and Consultant at WM-data Teknikkonsult Geneva

From	To	
Serco	Current	Technical Support Engineer
2004-07-01	working assignment	Working closely with users, 1 st and 3 rd line support to solve computer related problems within the: Mail, news, web, listbox, UNIX and Windows area. This involves support tasks for various platforms e.g. <ul style="list-style-type: none">• Configurations of browsers, e-mail-, news clients and computers.• Recovery of lost mails, folder and files.• Writing and maintaining documentation for procedures, QAs.• Providing suggestions, solutions and modifications of current systems to the 3rd level of support.• Providing necessary information and support during various system migrations.
DCS	2004-06-30	
2003-01-06		
2001-01-08	2002-12-21	Helpdesk Specialist Working closely with users, 1 st and 3 rd line support to solve computer related problems within the: Mail, news, web, listbox, UNIX and Windows area. Software Development Tools (SDT) support and documentation engineering consultant at CERN. <ul style="list-style-type: none">• Providing first level user support for Adobe FrameMaker, Rational Rose, Together etc. on various platforms.• Install and test new versions of applications.• Maintain the documentation on the web.• Maintain existing FrameMaker templates for software documentation, user requirement documents and technical design reports.• Planning of a FrameMaker course for CERN users.• License handling and distribution for the different tools.• Communicating directly with the users and other teams. Webmaster for two sections in the IT division at CERN, (API and PS group). Testing and evaluation of CERN's IT division content management system.
2000-02-28	2001-01-08	Consultant at CERN, doing desktop PC-, mail-, news-. and web support. <ul style="list-style-type: none">• Installing PC's, printers and scanners.• Installing office and scientific applications.• Upgrading PC's, hardware and software.• Troubleshooting hardware and software.• Consulting users and provide them with suggestions and solutions for their problems.• Providing mail- news- and web support for users.

Responsible for the PC support on the divisions: EP, EST and Chorus

Consultant at WM-data eSolutions, Gävle, Sweden

Experiences during my employment at WM-data eSolutions

(see: <http://www.wmdata.com/wmwebb/Default.asp>)

From	To	
1999-11-29	2000-02-20	Sandvik Tamrock AB (see: http://www.sandvik.com/) Script responsible for the development of the Standard-PC concept in that division.
1999-09-27	1999-11-26	Sandvik IS (Steel) Scripting of applications using Wise installation script tool for Sandvik's "Standard-PC concept".
1999-05-27	1999-09-24	WM-data Public Partner Evaluating and developing installation applications (InstallShield 6.x). Installation responsible for their production of their applications. Providing user documentation e.g. "How to" basis. Also worked with MS-Access database 16 to 32-bits converting which is necessary for their products.
1999-05-10	1999-05-26	Sandvik Steel Administrating of their Raw material Optimising System (ROS) (which concerns correcting C-code).
1999-04-12	1999-05-06	Ericsson Radio Systems AB (see: http://www.ericsson.com/) Developing of their production system by using VB and ASP.
1999-04-06	2000-02-28	WM-data eSolutions AB
1998-06-08	1998-08-15	WM-data Teknikkonsult AB Developing of an order system for one of Sweden's largest dairies called Arla (see: www.arla.se). The goal of the order system was that it should be accessible from Internet. (Tool used was MS InterDev with VB, ASP (VBScript), JavaScript, Site Server 3.0, SQL-Server and DreamWeaver.)
1998-06-08	1998-08-15	Updating Sweden's National Debt Offices homepages (see: http://www.rgk.se/english.htm) using DreamWeaver and other Internet developing tools.

Interests

Challenges are a part of my life. That is what drives me. I find them not only at work but also in my private life. I'm always ready to learn or discover something new in order to develop myself. I enjoy when there are many things going on at the same time and I like to work in a team of people that work well together.

During my spare time I practice a lot of different things e.g. alpinism, downhill skiing, cross-country skiing, sailing, jogging, badminton and indoor hockey. When relaxing I like to socialise and to read.

Skills

Language skills

Swedish

Mother tongue

English

Fluently

French

Intermediate

Technical skills

Java, C++, C, Pascal, Shell programming for UNIX, SQL, HTML, JavaScript, VBScript. Remedy, DreamWeaver etc. Windows XP / 2000 / NT / 95 / 98, workable UNIX / Linux knowledge, MS-DOS, MS Office suite, overview knowledge in System Administration (Windows based, Exchange 2000/2003).

References

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