

Short personal description

Palle Frid Svensson is an individual with both wide and deep technical knowledge and experience.

Technical experience include administration of Windows Server, Unix/Linux, AS/400, and Mainframe as well as experience of administrating Exchange, SharePoint, and VMware ESXi.

Apart from technical experience, Palle also have studied behavioral science on master level with main focus on group dynamics and human-computer interaction.

Besides working as a IT engineer, Palle is also engaged in helping organizations develop their social media strategies.

On his spare time, Palle is active in the global leadership and entrepreneurship organisation Junior Chamber International, as well as co-owner of the tea community TeaParty.nu. When resting, Palle likes to work out at the gym, socialize with friends, bicycle, and drink tea.

Palles is curious, studious, and effective.

Experience

2010- BPOS Administrator / extended 2nd/3rd line – Volvo Cars - Fujitsu

Part of the 2nd/3rd line BPOS Admin team (Office 365) 24/7 that is responsible for handling of Exchange, SharePoint, Live Meeting, and OCS/Lync related setup, administration, and incident handling.

Our team is the single point of contact between VCC and Microsoft Online (MSO). VCC has 26 000+ mailboxes worldwide.

- Microsoft Exchange Online

 - Active Directory, MMSSPP, Powershell/LDAP/Quest Scripting

- Microsoft SharePoint Online

- Microsoft Lync / Microsoft Office Communicator Online

- Microsoft Forefront

 - Mail filter, mail relay

- Microsoft Office Live Meeting Online

Live Meeting Service Portal installation, Windows Server 2008 R2, IIS 7

- Contact with VCC BPOS Service owner, Microsoft Online Services, Microsoft Technical Account Manager, VCC Change Manager, VCC Incident Manager, VCC AD team, Cygate network team, Pulsen Novell IDM team, VCC Security, Bitsec, UserAdmin, Onsite technicians, Service Desk, End users

- Writing BPOS related user guides and KB material to be used by end users, onsite technicians and ServiceDesk agents.

- Handling of VCC test machines and test accounts.

- Assisting Bitsec / VCC Security with forensic/security cases

Needed skills:

Exchange 2010 SP1, SharePoint 2010 SP1, ForeFront, Live Meeting, Live Meeting Service Portal, Lync / OCS, Windows Server 2008 R2, Active Directory, MMSSPP, Powershell/LDAP/Quest scripting, IIS 7, Outlook 2003/2007/2010, HP Service Manager 7 (SM7), Network troubleshooting, Novell Identity Manager, Windows XP/Vista/7, SOX/ITPM, Human Communication

2010-2011 User Administrator – Volvo Cars – Fujitsu

Our team is responsible for administration of user accounts in many systems used by Volvo Cars employees, consultants and dealers.

Duties:

Account creation/modification/deletion after approved R2R-requests.

Resolution of account issues and password reset requests

2nd line role against the VCC Servicedesk agents regarding user account questions and issues.

Contact with Business application owners, Service managers, Server teams, and Ford IT technicians.

Needed skills:

Active directory, Windows Server 2003/2008, Novell Identity Manager (IDM), AS/400, Mainframe, Unix, Linux, ACF2, UDB, Sesam, KDP, PULS, SIPlus, CDEC, VM02, Hercules, Oracle Hyperion 9.3, QW90, CoC, Order Manager, EAC, UMS / SWA, BusinessObjects XI, Lotus Notes / Domino, Elektra, Oracle Database 10g, Microsoft SQL 2008 R2, eCRM, LMS, Remedy helpdesk, GCC, Patricia, FLIT, Subversion (SVN), HP Service Manager 7, R2R

2009 – 2010 1st line Support technician – Volvo Cars - Fujitsu

1st line support technician at the VCC Servicedesk.

Handling password resets, client and workstation support, printers, copier machines,

scanners, telephony, ordering support, server escalation, factory support

Needed skills:

Windows Server 2003, AS/400, ACF2/ADB, SAP/R3, SRM, Maximo, CDEC, Dell, Unix workstation, Windows XP, Windows Vista, Unix, Microsoft Office 2003, Lotus Notes 6, PreTrip / Concur, VIDA, Teamcenter Engineering / C3PNG, CATIA V5, Cisco VPN client, DECT, conference phone, GSM phone, R2R, LOT, truck PC, HP Service Manager 7

2008-2009 System administrator – LBi Sweden (former Framfab)

Part of the systems administrator team in Sweden, and in cooperation with the other system administrators in Denmark, Germany and England. Responsibilities included network administration, server administration, technical support/advice for developers and other IT personell, external consultants, visiting customers and for about 120 end users in Gothenburg, Malmö, and Stockholm. Contact with IT suppliers and Microsoft Technical Account Manager.

The environment consisted of a mix of both Dell PC- and Machintosh clients.

Needed skills:

Windows Server 2000 / 2003, Active Directory, Exchange 2003, DNS, IIS 6, FTP, WSUS, RIS, Virtual Server 2005 R2, SQL Server 2000 / 2005, Visual SourceSafe 6.0, Subversion, Symantec Backup Exec 12, openNMS (inkl PostgreSQL), Alloy Network Inventory 4.2, DameWare Mini Remote Control and Remote Desktop, Access 2007, Windows XP, Windows Vista, Mac OS X, Microsoft Office 2003 / 2007, Adobe Creative Suite 2 / 3 / 4, SnagIT, MindManager, Symantec Antivirus, Check Point VPN-1 SecureClient, Dell laptop, workstation, projector, server hardware, Apple Mac, Canon- och OKI- copying machines, Konftel 60W

2007- 2008 IT technician - ÅSS

The organisation hired me for a project involving installation of a Windows server, LAN, and desktop clients.

Technically responsible for the development of a new Drupal 6 based portal.

Needed skills:

Windows Server 2003, LAN, CentOS, Drupal 6, Windows XP, Windows Vista, SPCS lön

2007-2008 Database administrator - Konsumentguiden.se / Testseek.com

The company were about to release a new version of their web site, and hired me for doing:

- Quality ensurance of the public database
- Usability- functionality- and bug testing
- Matching of articles against Pricerunners database
- Information screening
- Internet marketing and link building
- Compilation of test reports

Needed skills:

MySQL, Internet marketing, SEO

2007 IT consult - VF Win in Points

Needed skills:

IT infrastructure, Web site development (XHTML, CSS, PHP), WordPress, Internet marketing, Search Engine Optimization, User support

2006-2007 IT Manager / Co-owner - Blue Chip Business Center & Café

Co-owner, IT manager, and barista at a meeting place for entrepreneurs and business people- We provided office places, seminars, education, and a café with great quality coffee and tea.

Needed skills:

Business plan development Business development, planning and setup of the entire IT-infrastructure (including LAN, servers, printers, clients), communication with suppliers, selling, barista

1999 Network Installation - Löddeköpinge Trafikskola

Needed skills:

LAN, Windows NT 4 Server, Windows 98, Microsoft Office 97

1995 - 1999 Shop Assistant - LRP Runes Radio & TV i Löddeköpinge AB

Needed skills:

Selling, demonstrating, assemblage, check-out

1994 PC technician / Shop Assistant - HG Data

Needed skills:

Computer assemblage, OS and software installation, selling

Education

- Human-Computer interaction. Interaction design. (Human-Computer interaction, Usability, UbiComp, Design methods) Gothenburg IT university (2005)
- Psychology (55p), Psychology at work (10p), Visual cognition, Artificial Intelligence, Artificial Neural Networks (15p), Business Law (10p), Sociology (60p). University of Gothenburg (2001-2005)
- Industrial Programme (electricity and robot orientation). Polhemskolan, Lund (1996-1999)
- Sales, Project leadership, Accountancy, Business development, Business networking (Drivhuset, JCI, Venture Cup)

Other skills:

Windows Server 2008 R2, VMware ESXi, Oracle Database 11g, Red Hat Enterprise Linux, MySQL 5, Solaris, Social media strategy

Language skills: Swedish (native), English (fluent)

Driving licence (Swedish, B) since 1999