

Christoffer Silfverswärd

IT Technician

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<https://www.dudswork.com>

Core Competencies

Technical IT Skills

- Technical Communication
- Cross-team collaboration
- Team leadership
- Analytical Thinking
- Structured problem solving
- Process improvement

Documentation

- Technical documentation
- Knowledgebase creation & management
- User documentation
- Process documentation
- Standard Operating Procedures (SOP)
- Wireframing
- User Flows
- Information Architecture

Development

HTML • CSS • JavaScript •
React • C# • SQL • XML • GIT •
Figma • Adobe XD • Network

Education

Code Bachelor's Degree in
Information Technology -
IT Design. (2017)

Relevant focus areas:

- Testing automation
- Network security
- AI implementation

Technical Writer | Team Lead | UX Designer | IT Specialist

Technical professional with experience leading IT support teams, producing technical documentation, coordinating with cross-functional stakeholders, and translating complex technical concepts into clear, structured information.

Strong background in UX design, software development, and enterprise IT support provides a unique ability to understand both the technical details and the end-user perspective. Passionate about creating documentation that is accurate, accessible, and easy to use

Team Lead Full Stack Support

Teceze / Ongoing

Leading the daily operations of a distributed IT support team delivering services for an international customer. Acting as the primary point of contact between customers, engineers, and internal management while coordinating hands-on technical support.

Key responsibilities

- Coordinating daily operations and workload across the support team.
- Acting as the technical escalation point for complex incidents.
- Producing and maintaining internal documentation, troubleshooting guides, and knowledgebase articles.
- Working closely with customers, engineers, and vendors to translate technical issues into structured documentation and actionable procedures.
- Ensuring SLA compliance and service quality.
- Supporting onboarding and training of new technicians.
- Coordinating communication between customer, management, cross-team, and support engineers.
- Identifying recurring issues and improving support processes.

Technical Documentation • Process documentation • Knowledge management • Cross-function communication • Incident management • Microsoft 365 • Azure Active Directory • Windows 10/11 • macOS • Network • DHCP • DNS • VPN • Hardware • Remote Support

Technical Writing & Structured Documentation

Technical Writing & Knowledge development / 2018 - Present

Created and maintained internal technical documentation, troubleshooting guides and onboarding & educational material used by both developers and customers to improve consistency, reduce resolution times and increase knowledge sharing.

Professional Experience

IT Consultant

2020 - Present

Consulting as an IT Technician, working with a variety of systems, vendors, customers, and users.

- Technical troubleshooting and system support.
- IT education and user training.
- Documentation and process improvement.
- System administration & testing.
- UI/UX design & Frontend development.
- Community creation & management.

In addition to operational support, I have worked across infrastructure and solution-oriented tasks including Network troubleshooting, Backend-oriented configuration support, Structured requirement analysis, and System testing activities.

UI/UX Designer & Community Management

Fonts LLC / 2019 - 2021

Part of the product team behind a global mobile app (70+ million downloads)

- Designed and iterated features based on user research and insights.
- Collaborated closely with developers and product stakeholders.
- Participated in backlog refinement in agile workflows.
- Balanced brand consistency with usability improvements.
- Contributed to UX copy and in-app communication clarity.

IT Technician

2019 - 2021

Designed and improved digital products by combining UX methodology with frontend implementation systems.

- Produced Wireframes and interactive prototypes.
- Designed user interfaces.
- Improved user flows through user feedback.
- Worked cross-team with developers and management.
- Documented design decisions and interaction flows.
- Built frontend solutions in modern web technologies.

IT Technician

Experis IT / 2016 - 2019

Worked in enterprise environments supporting client infrastructure and internal IT operations.

- Performed network-related troubleshooting in Windows-based enterprise environments.
- Supported connectivity issues, client configuration, and backend-related incidents.
- Worked with requirement gathering and solution discussions for infrastructure-related changes.
- Participated in workshops and collaborated with backend and system teams.
- Structured documentation to ensure operational continuity.
- Managed escalation processes across technical tiers.

Other Experience of note

Technical Community Work

Tetiko / 2023

Assisted, executed, and partook in educational work within a gathering space for people interested in IT.

- Hardware setup, device wiring, local network connectivity.
- Assisted in technical learning projects related to infrastructure and CAD environments.
- Troubleshooting connectivity and configuration issues in small lab environments.