LIAM WOHLSTEDT

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WORK EXPERIENCE

IT SUPPORT TECHNICIAN | MSAB

Jun 2025– Present

- Provide comprehensive technical support for 200+ users by diagnosing and resolving hardware failures, software conflicts, network connectivity issues, and writing PowerShell automation scripts through Jira ticketing system across Windows and Linux environments, maintaining high first-contact resolution rate and reducing recurring tickets
- Manage complete user lifecycle and workstation deployment by creating and configuring user accounts in Azure AD and Active Directory, setting up security permissions and group policies, deploying computers via Intune, and administering Microsoft 365 services including Teams, SharePoint, and OneDrive, streamlining onboarding process and ensuring secure access across the organization
- Maintain server infrastructure and network systems by patching Windows servers, configuring routers and switches, managing backup solutions, troubleshooting VPN connections, and documenting technical procedures in Confluence for team knowledge sharing, improving system uptime and reducing incident response time

IT TECHNICIAN | HEIMDALLER

Aug 2023 – Jun 2025

- Provided hands-on B2C IT support for clients weekly, diagnosing and resolving hardware, software, and network issues including PC/laptop failures, printer setups, Wi-Fi and VPN troubleshooting, and peripheral connectivity.
- Guided clients through device setups, software installations, and account configurations, including email, antivirus, and cloud storage services, enabling users to self-manage recurring issues and lowering repeat support tickets.
- Managed service requests and ticketing workflow, prioritized urgent issues, coordinated with third-party vendors for hardware repairs, and followed up with clients to ensure satisfaction, maintaining high client trust and reliability.
- Educated clients on IT best practices, such as secure browsing, data backup, and device maintenance, helping prevent technical problems and improving overall client confidence in technology.
- Documented common troubleshooting procedures and created client-facing guides, including step-by-step instructions for network configuration, software updates, and system maintenance, streamlining internal knowledge sharing and improving team efficiency.
- Supported remote troubleshooting sessions, including guiding clients through remote desktop tools and assisting with cloud service configurations, enabling flexible support across diverse locations.

JUNIOR DEVELOPER | VCG

May 2021 – Dec 2021

- Automated data collection from EV charging stations by writing Python scripts using Pandas to extract usage statistics, energy consumption metrics, and customer information from CSV files, APIs, and databases, then cleaning and standardizing the data for analysis, reducing manual data entry time by approximately 40%
- Built automated reporting workflows by creating Python and PowerShell scripts that ran on scheduled tasks to gather daily charging station performance data, move files between systems, and generate reports automatically, eliminating several hours of repetitive manual work each week
- Developed data visualization tools by writing Python scripts to connect to charging station APIs, store data in local databases, and create Excel charts showing station utilization rates and revenue trends, making it easier for management to track performance and make data-driven decisions

PROJECTS

BINARY FILE PARSER FOR MOBILE FORENSICS | C++

- Figured out how to read a proprietary binary file format by opening files in a hex editor, spotting patterns in the data, and writing C++ code to parse call log records from mobile forensics files, successfully extracting timestamps and metadata from test files

- Wrote the parser in C++ with error handling to catch corrupted data and edge cases, plus added some basic tests to make sure it worked correctly, demonstrating ability to work with low-level data structures

HABIT TRACKING WEB APP | REACT, FIREBASE
- Built a web app using React and Firebase with user login, real-time database to store habit data, and a responsive interface that works on mobile, allowing users to track their daily habits and see their progress
- Added features like streak tracking and charts using Chart.js to visualize progress over time and show how long users maintained their habits, creating an engaging user experience

DISCORD BOT WITH AI | PYTHON
- Made a Discord bot using Python with commands for games, reminders, and conversations powered by OpenAI API, storing user stats in SQLite, serving a small community with interactive features

SKILLS

LANGUAGES: Python, JavaScript, TypeScript, C++, C#, Bash, PowerShell, SQL

FRAMEWORKS: React, Django, Node.js , Astro.js

TOOLS: Git/GitHub, Docker, Kubernetes, MySQL, MongoDB, PostgreSQL, N8N, CI/CD, Terraform

ADDITIONAL: Windows, Linux, Active Directory, Azure AD, SCCM, HyperV

EDUCATION

Royal Institute of Technology (KTH) | Foundation Year in Engineering
Jan 2024 – Jan 2025

Thorén Business School | Economics
Aug 2020 – Jun 2023

LANGUAGES

Swedish (Native) | English (Native) | Mandarin (Native) | Spanish (Elementary)