Sandra van Buggenum

IT OPERATIONS AND SERVICE DELIVERY

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- **GitHub:** https://github.com/SnowY4you/

- **Portfolio:** https://www.svanbuggenumanalytics.com/

- **LinkedIn:** https://www.linkedin.com/in/sandravanbuggenum/

Summary

With over 13 years of experience in various roles and functions within IT Service Delivery and IT Operations, as well as 7 years of experience in project management and team management, I have throughout my career honed my skills in optimizing processes, leading teams, driving performance improvements, and operational efficiency. I also excel at categorizing information, identifying anomalies, discovering relationships, and recognizing patterns, making me well prepared to contribute to dynamic and forward-thinking organizations. Skilled in agile methodology, systems development, problem solving, and data analytics.

Infrastructure & Identity Management

SCCM

Active Directory

SolarWinds

Nexthink

Microsoft O365

JAMF Pro

Entra ID

Kibana Elastic Search

Citrix Directory

Development, Automation & Databases

GitHub/Git

Python

PowerShell

API (Flask, Postman)

PyCharm

SQLite/SQL

Dash

Visual Studio

C/HTML/JavaScript

Key Skills

- **Leadership and Team Building:** Leading and mentoring teams, conducting performance reviews, providing feedback, implementing development plans, and developing a cohesive and productive team.

- **Analytical and Critical Thinking**: Analyzing data, deriving meaningful insights, using advanced data analytics tools, and driving informed decision-making.

- **Client and Team Communication**: Clear and effective verbal and written communication, including communicating technical information to non-technical stakeholders, and facilitating workshops and meetings.

- **Customer Service and Quality Management**: Ensuring high levels of customer satisfaction, monitoring feedback, maintaining high standards of project deliverables, and addressing complaints promptly.

- **Adaptability and Innovation:** Adjusting to changing priorities and conditions, encouraging and implementing creative ideas, and leading process improvements using methodologies like Agile and Lean Six Sigma.

- **Python-programming:** Flask, Dash, API-utveckling, Databearbetning, Machine Learning (ML), Natural Language Processing (NLP), Deep Learning (DL), Datavisualisering (Matplotlib, Seaborn, Plotly)

- **Team Collaboration and Interpersonal Skills**: Collaborating with cross-functional teams, building relationships, managing stakeholders, and enhancing User Experience (UX).

- **Problem-Solving and Decision-Making:** Identifying and resolving issues, leveraging data analytics for decision-making, and finding solutions to project challenges.

- **Process Analysis and Optimization**: Identifying inefficiencies and implementing Lean Six Sigma improvements.

- **Project Management and Strategic Thinking:** Planning, executing, and closing projects, creating and maintaining dashboards for actionable insights, and planning long-term goals. Analyze survey results to identify trends and areas for improvement.

Data Analysis & Visualization

Tableau

Rstudio

IBM Watson

IBM Cognos

Excel

PowerBI

Project Management & IT Service Management

ITIL

ServiceNow

Jira

SmartSheet

Asana

SharePoint

Lean Six Sigma

Agile

Scrum/Kanban

Cloud Computing & Deployment

Heroku

Azure

IBM Cloud

Google Cloud

Expertis

- **IT and Business Integration:** Bridging the gap between technical teams and business stakeholders, understanding both technical and business aspects, and managing client relationships.

- **Data Analysis and Visualization**: Using tools such as R programming, Power BI, Tableau, and Excel to analyze and visualize data, transforming complex datasets into actionable insights and making data-driven decisions.

- **Problem-Solving and Adaptability:** Utilizing unique perspectives and problem-solving skills, adapting to changing environments, conducting root cause analysis, and implementing preventive measures.

- **Performance and Process Improvement:** Developing and monitoring key performance indicators (KPIs), creating and maintaining dashboards, enhancing processes, conducting performance management, and fostering continuous improvement.

- **Technical Proficiency and Programming:** Understanding technical aspects of service delivery, using project management tools and software, and developing projects with Python, HTML, CSS, and JavaScript.

- **Service Management:** Applying ITIL best practices, managing service desk operations, knowledge management, service catalog management, service design, service transition, and day-to-day service operations.

- **Risk and Compliance Management:** Evaluating potential project risks, ensuring compliance with legal and regulatory standards, and implementing governance frameworks.

- **Business Continuity and Capacity Planning**: Ensuring service resilience and continuity, planning and managing capacity, availability management, business continuity planning, workforce planning, and promoting a positive organizational culture.

- **Training, Development, and Cultural Competence**: Educating and developing team members, conducting training sessions, understanding and respecting diverse cultures, demonstrating Emotional Intelligence, and providing coaching and mentoring.

- **Innovation and Continuous Improvement:** Staying updated with industry trends and introducing innovative solutions.

- **COSMIC EHR:** Excellent knowledge of modules such as: Medication Management, User Management, Care Documentation, Crystal Reports, Activity Management, Laboratory Tests, Laboratory Tests and Care Pathways.

Work Experience

Technical Lead / Operational Analyst

Wipro, Linköping, Sweden (Remote) | October 2023 - September 2024

- Optimized IT Service Desk operations, increasing efficiency and reducing response times using Lean Six Sigma and Agile methodologies.
- Conducted root cause analyses and develop strategies to mitigate recurring issues.
- Implemented Agile methodologies to streamline workflows and enhance performance.
- Developed and monitored KPIs to measure service desk performance.
- Coordinated with cross-functional teams for seamless process implementation and issue resolution.
- Prioritized feature requests based on user feedback and market trends.
- Provided mentorship to junior team members.
- Created and maintained dashboards and reports to track performance metrics.
- Documented processes and conducted training sessions, increasing employee satisfaction by 14%.

Team Lead Saab IT Service Desk L1 + L1.5

InfoCare (consultant for Wipro), Linköping, Sweden | November 2021 - September 2023

- Led the Saab IT Service Desk team, optimizing processes and enhancing team performance.
- Promoted a positive work environment and improved team collaboration.
- Analyzed and optimized service desk processes, leading to a 9% increase in productivity.
- Created dashboards and KPIs to track performance, resulting in an 18% increase in overall performance.
- Collaborating with department leads to streamlined workflows and achieving business goals.
- Developed improvement plans aligned with organizational goals.
- Conducted training sessions and documented processes to ensure knowledge sharing.

Inpatient Psychiatric Nurse

Region Östergötland, Linköping, Sweden | April 2015 - June 2020

- Delivered primary mental health care to patients with a focus on psychotic disorders and high-risk cases.
- Developed individualized care plans and facilitated group therapy sessions.
- Educated patients and families on mental health disorders and coping strategies.
- Mentored new staff and contributed to the development of facility policies.

IT Support Specialist - DAF Trucks, Eindhoven | December 2006 - September 2007
Service Desk Support Analyst - Philips, Eindhoven | February 2005 - May 2006
Service Desk IT Technician - Atos, Eindhoven | January 2001 - December 2004

- Provided technical assistance and support for computer systems, software, hardware, networks, and servers.
- Diagnosed and resolved technical issues, ensuring minimal downtime.
- Maintained documentation of IT systems, processes, and procedures.
- Acted as a Level 2 technician when needed.

Education

- **Course of Science in Equine Business Management** | Biological University of Applied Sciences, Skara | 2021
- **Equine Business in Rural Area course** | Swedish University of Agricultural Sciences, Alnarp | 2020
- **Gender and Culture course** | Linnaeus University, Växjö | 2017
- **Medical Science Psychiatry and Substance Abuse Treatment** course | Luleå University of Technology | 2016
- **Qualified Psychiatric Nurse in Health and Social Care (Bachelor Degree)** | Östsvenska Yrkes Högskolan, Motala | 2016
- **Social Work with Youth** course | University of Gävle, Gävle | 2014
- **Psychology 1 and 2** | Linköping University, Linköping | 2013

Certifications

- **IBM Data Analyst Professional** | Coursera | October 2024
- **Google PMP - Project Management Professional** | Coursera | September 2024
- **Lean Six Sigma Green Belt Certification** | AIGPE | August 2024
- **Agile Fundamentals (Scrum and Kanban)** | Udemy Academy | August 2024
- **Google Data Analytics Professional** | Coursera | July 2024
- **Google IT Support Professional** | Coursera | July 2024
- **Motivational Interviewing** | MINT Motivational | October 2024

Languages

Language	Oral	Written	Understanding
Swedish	C1	C1	C1
English	C1	C1	C1
Dutch	C1	C1	C1
German	B1	B1	C1

Project Experience

Service Desk Optimization

- **Team Establishment and Optimization**: Established and optimized Saab's L1.5 Service Desk team, guiding and mentoring the team through critical phases such as Transition, Discovery, Assessment, Shadowing, and Go-Live.
- **Operational Efficiency:** Built essential resources and processes to ensure operational efficiency and success, expanding the original team from 8 to 21 agents over 6 months.
- **Performance Improvement:** Enhanced efficiency and response times, leading to a 16% increase in First Contact Resolution.
- **Onboarding:** Develop a training program for new hires to accelerate their onboarding process.
- **Agent Training:** Provide ongoing skill development opportunities for existing team members
- **Enhance Incident Management Processes:** Use incident trend analysis to identify and address common issues proactively.
- **User Experience (UX) Enhancement:** Collect user feedback and analyze survey results to identify pain points in the support experience and areas for improvement.

Process Documentation and Training

- **Process Standardization**: Documented processes, procedures, and best practices to ensure consistency and knowledge sharing across the team.
- **Training Development:** Created comprehensive training materials and facilitated engaging training sessions, significantly enhancing team proficiency.
- **Service Delivery Enhancement:** Improved First Contact Resolution by 23% through effective training and process documentation.

Elastic Search Implementation

- **Project Leadership**: Led the implementation of Elastic Search with minimal disruption to service desk activities.
- **Technical Configuration**: Configured and tested the implementation, ensuring seamless integration and functionality.
- **Agent Training**: Conducted training sessions for agents to familiarize them with the new system.

Internal Portal Development

- **Solution Design**: Collaborated with stakeholders to design and develop an internal portal to assist users with incidents.
- **Functional Integration:** Integrated functionalities such as password reset, account information, and asset information, enhancing user support and service efficiency.

Nexthink Implementation

- **Tool Integration**: Led the implementation of Nexthink into ServiceNow, optimizing the service desk's incident management capabilities.
- **Root-Cause Analysis**: Performed incident and root-cause analysis, creating knowledgebase articles to support ongoing improvements.
- **Process Optimization**: Enhanced processes, leading to a 16% increase in First Contact Resolution.

Performance and Process Optimization

- **Efficiency Enhancement**: Analyzed and optimized IT service desk processes to enhance efficiency and reduce response times.
- **Automation**: Developed PowerShell scripts to automate repetitive and time-consuming tasks, improving overall productivity.
- **Develop Performance Metrics**: To monitor performance such as First Contact Resolution (FRC), Average Handle Time (AHT) and Customer Satisfaction (CSAT). And create dashboards to visualize and track these metrics in real-time.
- **Root Cause Analysis**: Perform root cause analysis for recurring incidents and issues. Implement preventive measures to mitigate the identified root causes and develop and maintain a knowledge base with documented solutions.
- **Enhance Reporting and Analytics**: Create detailed reports to analyze service desk performance and trends. Utilize data analytics tools to identify operational efficiencies and improvements. Present findings to management and stakeholders to inform data-driven decisions.

Training and Development

- **Training Material Creation**: Developed comprehensive training materials and conducted sessions on new processes and tools.
- **Comprehensive Education**: Enhanced overall care quality through thorough education and support programs.
- **Lecture Development:** Developed and facilitated lecture series for hospital staff and students, focusing on empathetic treatment approaches.
- **Specialized Topics**: Covered approaches for individuals experiencing psychotic episodes and neuropsychiatric disorders, including autism and ADHD.