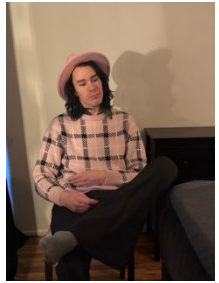


BOBIN LILJA (She/Her)

Gothenburg
bobin@bobin.se



My profile

Curious and solution-oriented IT ninja with extensive, broad experience in Microsoft 365, support, system administration, and IT processes. Accustomed to building internal IT from the ground up, working independently on complex projects, and creating structure in both technology and ways of working. Strong interest in technology, people, and inclusion.

My skills

- Microsoft 365
- IT support (1st–3rd line)
- Experienced in driving IT forward
- Windows server
- Able to build flows
- Powershell
- SharePoint & document management
- IT processes & service desk structure
- App packaging and device configuration
- Vendor management
- Operations and system ownership

Work Experience

Microsoft 365 Consult – REWTech AB

Jan 2025 – Jun 2025

During my brief tenure at REWTech (due to a shortage of clients), I tried the consultant life again, which made me realize that I could work both as a consultant and in-house.

During my time at REWTech, I worked on:

- Intune configuration
- Server analysis
- Power Automate flow for a client regarding the document approval process
- Packaging applications for Windows and macOS

Senior System Admin – SilverRail

Mar 2023 – Jan 2025

During my time at SilverRail, I was brought in to oversee the Swedish part of internal IT. My role involved supporting the offices and users, as well as representing Sweden's needs. I had authority over hardware vendor management and replaced many devices with new models. I drove progress by implementing Autopilot and Intune and also explored AWS and access management.

I worked on:

- Global internal IT with a focus on Sweden
- Implementation of Intune and other projects
- Hardware, network (Meraki), licensing, and support
- User support and technical point of contact for the Swedish office
- Office relocation
- Jira och Confluence
- DEI (Diversity, Equity & Inclusion)

Support Manager & VIP Support – Assemblin Sweden AB

May 2022 – Mar 2023

In my role at Assemblin, I was responsible for overseeing the support vendor and tracking SLAs, reviewing support workflows to maximize user satisfaction. I also provided VIP support to select users and assisted with onboarding new companies into the IT environment. Additionally, I supported operations in Norway and Finland.

I worked on:

- Managed the work of the external support partner
- Provided VIP support and onboarded new companies
- Developed routines and process improvements
- Created new technical support processes and delivered solutions when assistance was needed

System Owner Microsoft 365 – Lantbrukarnas Ekonomi-Aktiebolag

Dec 2019 – May 2022

During my time at LRF, I was hired as systemowner for Office 365 (now Microsoft 365). My role included both the technical management of the platform and overseeing its operation and license administration, as well as training the support team to handle inquiries.

I also coached new colleagues, addressed other internal IT issues within my expertise, provided assistance where needed, and continued developing the conference system solution.

During my time at LRF, I worked on:

- Managing the O365 platform and user support
- Digitalisation during the pandemic

- PowerShell, Active Directory, documentation, and change management
- Active Directory issues and leading data improvements
- Collaborating with the other Operations Leads on client and helpdesk activities
- Supporting the business with digital tools within the Office 365 framework
- Digital voting system
- Teams PC Device and Teams Android Device
- Freshdesk

IT-consult – B3 Digital Worklife

May 2019 – Dec 2019

During my time at B3, I primarily worked on short Microsoft 365 implementation projects or individual Microsoft 365 components. I also took on support responsibility for several small clients (1–8 employees), supporting up to four companies simultaneously while handling other assignments.

During my time at B3, I worked on:

- Migrating mailboxes using Microsoft tools
- Migrating data using Microsoft tools
- Setting up Intune profiles for device configuration and security
- Implementing MFA
- Procuring hardware
- Taking over support responsibilities
- Leading entire projects as sole technician and project manager
- Creating a document portal in SharePoint Online with permission management and metadata tagging
- Customizing the Microsoft Learning portal for end users and the IT department
- Establishing service desk routines and processes
- Participating in conference room setup (Teams + Cisco)
- Resolving support tickets
- Reviewing Microsoft 365 admin roles and mapping them to the service desk
- Serving as lead technician for conference room setup (LRF)
- DEI initiatives

Lead IT Technician – Willis Towers Watson Sweden

May 2017 – May 2019

When I was hired as Lead IT Technician at Willis Towers Watson, it was to get the internal IT in Sweden and Finland up and running smoothly. With three offices in Sweden and one in Finland serving around 300 users, I spent the first few months working entirely on my own. I learned a tremendous amount through that intense period of work—it laid the foundation for the skills I have today. I was also involved in selecting my colleague—someone whose strengths complemented my weaknesses perfectly—and together we really turned things around for the better.

During my time at WTW, I worked on:

- IT operations (servers, infrastructure, network, applications)
- SharePoint / SharePoint Online
- 1st–3rd line support
- Project management
- Handling escalated issues from colleagues
- Liaison between Global IT and Sweden/Finland
- Setting up the SharePoint customer portal
- Backup management
- Oversight of multiple offices
- Vendor management
- ServiceNow administration
- DEI initiatives

Support Technician – Idenet

Okt 2016 – May 2017

When I worked as a Support Technician at Idenet, I supported corporate users—handling issues that would typically be escalated to 2nd-line support. During my time at Idenet, I worked directly with several clients, which helped me develop my customer service skills. I also found myself answering many technical questions from colleagues.

Working across our clients' diverse IT environments exposed me to a wide range of setups, building a broader knowledge base. I learned a great deal about troubleshooting and finding solutions. I also responded to on-site service calls when critical systems failed (e.g., overheating servers), which made the role especially engaging.

I worked on, among other things:

- Servers
- Network
- SharePoint
- Office 365 administration
- Hyper-V
- VMware vSphere
- Acting as the primary technical contact for clients

Store Salesperson – Bauhaus

April 2016 – Augusti 2016

Store Salesperson – NetonNet

Januari 2012 – Augusti 2015

Volunteer Experience

Stockholm Pride

- Head of dispatch central – Planning, staffing, and vendor coordination
- IT Volunteer – 1st-line support
- Dispatch Operator – prioritizing calls and event logging during events.

Languages

- Swedish – Native
- English – Very good proficiency

Other

- Driver's license B (automatic)