

Verfügbarkeit: ab sofort

ABOUT ME

"IT Support Specialist & Agile Project Manager with 8+ years keeping systems running and delivery on track. Combines hands-on IT support and troubleshooting with project and product management, serving as Scrum Master and Agile coach to keep teams aligned, unblocked and shipping on schedule."

EDUCATION

Bachelor's Degree (Business Administration)

LANGUAGES

English (*fluent*)

German (*basic*)

SKILLS & CERTIFICATES

IT Support & Troubleshooting (*strong*) 9/10

Scrum & Agile Coaching (*strong*) 9/10

Jira & Confluence (*strong*) 9/10

Trello / Asana / ClickUp (*strong*) 9/10

Project & Product Management (*strong*) 9/10

Client & Stakeholder Communication (*strong*) 9/10

Delivery Coordination & Planning (*medium*) 8/10

Documentation & Reporting (*medium*) 8/10

INTERNATIONALITY

- Acts as first point of contact for international clients across active engagements
- Coordinates delivery and support across distributed engineering teams

INDUSTRY FOCUS

IT Support & Service Delivery (*strong*) 9/10

Software / SaaS Delivery (*strong*) 9/10

Client & Vendor Coordination (*medium*) 8/10

KEY FOCUS AREAS

IT Support

Provides hands-on IT support and troubleshooting: triages incidents, resolves user and system issues, and coordinates fixes between clients and the engineering team.

Agile Coaching & Scrum

Runs Scrum ceremonies as Scrum Master and coaches teams on agile practice, removing blockers and keeping delivery cadence steady across sprints.

Project & Product Management

Plans and tracks projects and product delivery: scope, milestones and priorities, keeping engineering, design and client stakeholders aligned.

Client Communication

Serves as the client's day-to-day point of contact, translating business needs into actionable tasks and clear status reporting.



RECENT PROJECT EXTRACT

2023 – today

Agile Delivery & Product Management (concurrent client engagements) – Project Manager & Scrum Master

Industry: Software / Consulting

Role: Project / Product Manager & Scrum Master

Description: Leads project and product delivery across several concurrent consulting engagements as Scrum Master and agile coach. Runs sprint planning, stand-ups and retrospectives, removing blockers and keeping delivery cadence steady. Acts as the bridge between client stakeholders and the engineering team, translating priorities into a clear backlog. Maintains status reporting and documentation that keep everyone aligned on progress.

2020 – 2023

IT Support & Technical Delivery (client-facing support) – IT Support Specialist

Industry: Software / Web Services

Role: IT Support Specialist

Description: Provided hands-on IT support and issue resolution across client systems, acting as the link between users and the engineering team. Triage incidents, tracked them through to resolution and kept guides, runbooks and status records up to date. Coordinated meetings and follow-ups to keep support and delivery moving. Began owning sprint coordination, growing into the Scrum Master and project management role that followed.

2018 – 2020

IT Support & Systems Administration (multi-client support desk) – IT Support Specialist

Industry: IT Services

Role: IT Support Specialist

Description: Handled day-to-day IT support across hardware, software and network issues for multiple client accounts. Diagnosed and resolved user problems, managed accounts and access, and escalated complex faults to the right teams. Documented common fixes and support procedures to speed up resolution times. Deepened the technical support and troubleshooting expertise that anchors the current role.

2016 – 2018

Helpdesk & Technical Support (first-line support) – IT Support Technician

Industry: IT Services

Role: IT Support Technician

Description: Provided first-line helpdesk support, logging, triaging and resolving user tickets across common IT issues. Set up workstations, accounts and software, and guided users through fixes over calls and tickets. Kept the ticketing queue and support documentation organized and up to date. Built the IT support fundamentals that the specialist and delivery roles are built on.