

# Jenny Wilhelmsson

## Project manager – Business Developer



**Said about me:**” As an Adviser requires great deal of flexibility, professionalism, independence and ability to quickly adapt themselves with the new work. Jenny has excellently performed her duties in the time with us. She has done that with dedication, assertiveness, with good quality and in professional manner. Towe Linnér is, beside an ambitious Adviser, very positive and flexible and social. She has been very appreciated both by managers and colleagues”

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## Experian

Chalmers University, Coordinator, 20140914-20150930  
Orust Kommun, Developer/investigator, 20120201-20130101  
SOL, Project manager, 20100301- 20111231



## Credentials

I have an extensive experience in negotiating with external suppliers and have a great understanding of the practice that apply to procurements.

I have experience to hold seminars and workshops. Latest as with Telia” Connect2Business”.

I have extensive experience of representing my employer both internally and externally, and has very easy to build long-term relationships and get along very well in social settings. So I have throughout my career been the representative for my employer.



## Education

Communication Coach, 2015-16 Scandinavian Manager University  
Diploma Healththerapeut, 2004-05 Sweden Health  
Project manager, 1999, Projektledarutbildning  
Leadership 1995, UGL  
Teoretic ADB 1992-93, Komvux

I have been responsible for these systems:

Tidomat, Meridian, Nortel, ACD, VIP2000, Callmaster, Meridix, Present, Nice, Trio, CallCenter, MD 110, MX-one, Aastra, TMGg Alcatel and more.

### **In these assignments I have been educated at the employer’s expense:**

- Configuration of the switches and associated systems, Huddinge and Orust
- Development of Collaboration Handbook between supplier and customer. (ITIL - Framework Agreement), Orust
- Lead and conduct acceptance testing of delivered services / functions, Stenungsund, Orust and Lilla Edet
- Calling Policy and Guidelines, Huddinge, Orust, Stenungsund and Lilla Edet

- Development of customer-oriented feature catalog / service directory for telephony functions, Huddinge and Orust
- Design and implementation of procedures based on the process mapping activities, Huddinge and Orust
- Investigation of the radiation associated with telephony and how business should react to this (as well as mobile Dect) Huddinge and Orust Municipality
- Development of guidelines for the safe use of the telephone, Huddinge and Orust
- Safety telephony, Huddinge
- Procedures and guidelines for the various threats in municipal operations, Huddinge and Orust Municipality
- Procedure descriptions for ordering, change, fault reporting, Huddinge and Orust
- Internal training and development of user manuals, Huddinge and Orust Municipality
- Millennium secure telephony platform with the switch from analogue to digital telephony platform, Huddinge
- Changing to a mixed environment of technology IP, mobile, phone systems and analog, Huddinge
- Investigate and introduction of mobile extensions (Extension Office) Stenungsund, Orust and Lilla Edet
- Needs inventory for the preparation of specifications + municipal companies' customers, Huddinge, Stenungsund, Orust and Lilla Edet
- Development of services and contracts for municipal companies in gear, Huddinge
- Investigate the personnel needs of the group of action for better efficiency, Huddinge and Orust Municipality
- Specification, Team building towards target measure efficiency, Huddinge and Orust
- Responsible for the service / customer satisfaction measurement, Profitel, Mystercalls, Teleopti and KKiK, customer survey, investigation, preparation of documentation and client of measurement, Huddinge, Stenungsund, Orust and Lilla Edet
- Procurement of security alarms, Huddinge
- Process Mapping, Huddinge and Orust Municipality
- Orders, inventory and billing for telephony function + Routines, Stenungsund, Orust and Lilla Edet
- Tele Further investigation of the effect-cause process mapping, Huddinge
- Quality assurance of deliveries, companies and municipalities, Orust
- Call Procedures Internal Services - escalation models, Orust Municipality
- Raindance, Economy System Chalmers
- Alumni, University Administration, Chalmers - Umeå University



## Experience (detailed)

**Chalmers University 2014-12-09 – 2015-09-30**

Economic donations, donorcare and relationship building alumni activities.

My responsibility at Chalmers was to build and strengthen relationships externally and provide donor care to our financial donors. Participated in management. Coordinate all common facilities and device management including invoices, external invites, events such as "Valborg" Cortège, database mm.

The work has included:

- Work in management team
- Structuring of relational database
- Prospect and research of potential donors
- Business with Title joint unit heads
- Coordinate of events, administration, billing, invoices sent out, etc.

Tools: MS Office system planning (excel), documentation (Word, Access) and communication (Outlook, Live and SharePoint) and Raindance for financial management. Alumni of the University administration and Raisers Edge for fundraising and relational database.

### **Orust Community 2012-02-01 – 2013-01-01 Developer/Investigator telephony**

Responsible for the processing of communication services to Orust Community. The work meant that on the basis of organizational, functional and communication needs, develop appropriate solutions with the activated services. An important part of the work was to ensure that the functions and services were introduced in a, for the business, effectively.

The work has included:

- Interpreting and negotiation of disputes that arose from problems with coverage, terminals and supplies under "Kammarkollegiet" agreement with Telia. Settlement with Telia was worked out with acceptable results for the municipality.
- Process mapping and implementation of operating procedures for the management of new services.
- Investigations of, inter alia, organization and routine for telephone support operations incl. cooperation with other municipalities. Putting the different support systems for ordering, billing, fault, etc. in context. (Telia Reflex, Telia SDW, Telia Mobile Administration, statistical systems, internal financial system, help desk systems, ordering systems and Intranet / SharePoint)
- Development of cooperation handbook to regulate cooperation with Telia.
- Investigation and introduction of customer service functions (by including Queue management, menu system and skill-based routing) by Trio call center functions and values work using citizen service. (Interaction Studio)
- Development of quality standards, service levels and internal telephony policy and implementation of their measurements with the help of "Mystery Calls" and questionnaires.
- Introduction of a structured means of communication for municipal operations.
- Introduced KKIK in the municipality. Participation in SKL comparative analysis (KKIK) for the development of indicators for civic communication in the municipality.

Tools: MS Office system planning (excel), documentation (Word, Access) and communication (Outlook, Live and SharePoint) SharePoint for document management

### **Stenungsund, Orust and Lilla Edets Community 2010-03-01 – 2011-12-31, Project manger**

Responsible for the delivery of the project implementation of "communication service" in the three Communities. The mission is meant to ensure that the supplier; Telia delivered the activated services under contract, plan and give municipalities the potential to convert the create the procedures and information and to carry out the delivery of phones and extensions, as well as acceptance tests when deliveries. The project consisted of 15 project managers and their resources.

The work has included:

- The delivery consisted of one of the municipalities shared secure switching solution, the MX-One, a referral Trio, the switchboard call center solution with phoneanswers, menus and competence management, to staff mailboxes, AutoAttendet and reference incl. integration with Exchange and Outlook and departments / municipal companies' own call center solutions (equiv. switchboard operator s) and 4 different telephony features with different types of terminals for end users (IP phones, analog phones, mobile extensions and softphones). Administration of orders, changes, fault, billing, internal billing and statistics were also integrated into the solution.
- Complete the delivery of communication services with Telia
- Development of projects for receiving material delivery.
- Development of procedure descriptions planning for the introduction and delivery tests.
- Structuring called off services available internal functions described internal order in the function directory on each municipality's intranet.
- Negotiations for all three municipalities on behalf of Telia at initial delivery problems.
- Representation externally in connection with Telia Event internally at information meetings.

Tools: MS Office system planning (excel), documentation (Word, Access) and communication (Outlook Live. Lotus Notes and SharePoint), SharePoint and SiteVison document. Project Management Model based PMP / IPMA.

### **Stenungsund and Orust Community 2009-03-01 – 2009-08-31, Project manger**

Responsible for the development of call-off basis / specification for communications Stenungsund and Orust. The service meant to methodically investigate operations needs.

The work has included:

- Target Analysis
- Current situation of the various municipalities' existing systems
- Compilation and analysis of survey needs assessment as a basis for calling the services.
- Needs inventory work in the form of workshops with all operations.
- Disposed of opportunity seminars with participating operators.
- Summary of Requirements for a specification of the call.

Tools: MS Officesystem planning (excel), documentation (Word, Access) and communication (Outlook Live, Lotus Notes and SharePoint), SharePoint and SiteVison document. Project Management Model based PMP / IPMA.

### **Huddinge Community, 1991-2006, Operator, TSO, Coordinator, Team Leader**

I started as a "guardian" and the evening receptionist when I studied in adult education. After my studies were completed, I was offered employment first as a telephone operator, after concluding my ability to work quickly and efficiently with few errors, I was offered a post in the fire service as emergency operator. As the emergency operator, it was imperative that the technology worked, my interest developed into a certain expertise. Then the municipality needed a coordinator to telephony unit I was offered the job. As Telephony Coordinator committed myself even in attendant the "environment" as an extension of the technology, when the position of supervisor became vacant, I applied it.

As a supervisor for telephony unit in Huddinge I worked as a representative in dealings with the municipality's telephony customers in the municipal companies such as: housing company (Huge), real estate (Tomtberga Real Estate), the water company, the electric company (waterfalls), Södertörn Fire Department Association.

Special assignments / duties:

- System for all the municipality's telephony systems including everything from configuring switches entry systems, ACD queues, digital telephones, attendant, agreement writing with internal customers (municipal corporations)
- Project for comprehensive platform shift from needs analysis to the final solution. Involve an exchange of all the technology for about 3500 extensions, gear and support systems to the operator. Worked process mapping with 25 groups to increase understanding and the importance of well-ordered new technology.
- Seminars, lectures, courses and seminars, and training for all employees in Huddinge with all municipal companies: Housing Company (Huge), real estate (Tomtberga Real Estate), the water company, the electric company (waterfalls), Södertörn Fire Prevention Association.
- Responsible for internal directory from the base to the finished product
- Development of telephony policy and guidelines for the use of telephony solutions including security, radiation problems and service levels.
- Millennium hedge of telephony equipment in the municipality
- Implementation of team-building activities at the merging of telephony device with the IT unit.
- Actively working with common social norms and values in the workplace

The project TeleMera was the first project that used the "Opportunity Seminars", processsurvey, Civic Offices and Free-seating. Media showed an interest and reported on the concept that TeleMera work for. Seminars and lectures that were inspiring some employees in the municipality to start a business with the concept. Information that is used to present and sell the company comes from my seminars, training courses and lectures. It still pops up consultants who sell my concept to local businesses.