

Senior IT Technician / IT Consultant — Microsoft 365 • Endpoint • Windows Server



Robert Löfgren

robert@falbygdensit.se
Mobil: +46705654888

PROFESSIONAL SUMMARY

Senior IT Consultant with 30+ years of hands-on experience delivering Microsoft-based solutions for small and mid-sized organizations, with Microsoft 365, endpoint management, Windows Server, and core networking. Support clients end-to-end—from assessment and planning to troubleshooting, deployments, migrations, and standardization—working effectively both onsite and remotely to keep environments stable, secure, and user-friendly. Experienced in SLA-driven service delivery and structured ticketing workflows, I'm recognized for practical problem-solving, and confident stakeholder communication, strengthened by international assignment upskilling across Microsoft 365, Azure/Entra, virtualization, ITIL, and strong security.

PROFESSIONAL EXPERIENCE

Lexicon AB — Ongoing Training | 2026–Present

- Advanced studies across Microsoft 365, Azure, Hyper-V, Server, ITIL, and information security.
- Networking and virtualization using PowerShell Azure/Entra; review of the M365 environment.

Falbygdens IT — IT Consultant | 2012–2025

- Provided daily IT support for small and mid-sized businesses: operations, troubleshooting, and maintenance of clients, networks, and backup.
- Delivered remote support using TeamViewer.

Foxway AB — IT Administrator | 2021–2023

- Administered and supported Windows 10/11 and Microsoft 365 in a school environment.
- Built and maintained deployment images; standardized client environments.

Frontnode AB — IT Technician | 2019–2020

- Operated Windows Active Directory environments
- Configured and operated VMware; support via OTRS across Sweden, Norway, and Denmark.

Infocare AB — IT Technician | 2007–2011

- Performed warranty repairs and delivered corporate support for individuals, companies, and public-sector organizations.
- Onsite troubleshooting and repair of hardware, client devices, and peripherals.

WMdata — Migration Officer | 2002–2007

- Migrated 18,000 clients for Ford Global Client.
- Developed factory client builds and delivered onsite second-line support under SLA; ITIL-based ticket handling in global systems.

Incirco AB — IT / Systems Engineer | 2000–2002

- Developed mobile GSM group systems.
- Installed IBM servers across Sweden, Finland, Denmark, UK, Germany, and Italy.

TECHNICAL SKILLS

MICROSOFT 365 / CLOUD

Microsoft 365 tenant administration & end-user support
Entra ID/Azure (hybrid understanding); identity and access
Intune: policy-based device management (configuration)
Windows Autopilot: modern provisioning and enrollment
PowerShell for administration and troubleshooting

ENDPOINT / OS

Windows 10/11 deployment, imaging and troubleshooting
Client rollout, standardization and lifecycle operations
Remote and onsite incident/problem resolution

SERVER / VIRTUALIZATION

Windows Server administration
Active Directory: accounts, groups and access administration
Hyper-V and VMware operations

NETWORKING / BACKUP / SECURITY

Network operations and DNS/DHCP troubleshooting
Backup operations (local & cloud) and restore procedures
ITIL-aligned, security-minded approach to operations

TOOLS / WAYS OF WORKING

Ticketing systems and SLA-driven workflows (incl. OTRS)
Remote support tools: TeamViewer, VNC and others
Strong documentation and stakeholder communication

CERTIFICATIONS

MS-900 (Microsoft 365 Fundamentals)
SC-900 (Security, Compliance Fundamentals) ·
ITIL®4 Foundation

ADDITIONAL

Fluent professional English; lived in Australia.
Background as journalist/photographer
— strong documentation and communication.

References available upon request.

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