Curriculum Vitae
Frank Johansson

Work experience

Aktavara AB – Senior support manager, product specialist, marketing assistant etc.   2005 - Current

Aktavara develops business-critical management software for network operators. As it is a small company many have multiple roles. My main function is as the **senior support manager**. Part of what I do is to:

- Receive, troubleshoot and solve 2nd & 3rd line support issues, reproduce and log bugs and feature requests in a way that the programmers understand, delegate tasks, verify new fixes & features, customer delivery & follow-up.
- Write technical documentation, user guides and marketing material.
- Design graphics and templates for marketing, sales, training, advertisments and website.
- Hold advanced training courses at customer locations.
- Design detailed plans on how to improve existing features and add new ones, with focus on optimization, user friendliness and graphics.
- Analyze advanced hardware documentation and model virtual counterparts in Aktavara's software.
- Arrange practical details regarding trade shows, advertisements and customer visits.
- Provide internal IT support.

Freelance assignments – Graphic design   2002 - 2005

I had a number of clients for both one-off and recurring assignments, mostly related to graphic design:

- Logos
- Web sites (incl. programming)
- Interactive presentations (Flash)
- Album covers
- Letterheads
- Advertisements (print and web)
- Icons
- SEO

Gröna Lund AB – Amusement ride operator   2004 - 2005

I worked two seasons at Gröna Lund amusement park, operating rides and roller coasters. This also included:

- Safety inspections of machines
- Technical troubleshooting
- Crowd control
- Ticket inspection

Arkipelago Svenska AB – Webmaster etc.   2000 - 2002

Arkipelago developed software for planning and managing telecom networks. I worked as Webmaster, designing & programming of homepages and maintenance of web servers. Additionally, I did:

- Beta testing of software
- Production of marketing material (print & web)
- Creation and editing of multimedia presentations
- Music composition, voice recording and editing
- Photographing and editing

Education

Nackademin – Virtual Reality   1998 - 2000

- 2D & 3D graphics
- Drawing
- Painting
- Sculpting
- Programming

Kantzowska gymnasiet – Media (Multimedia orientation)   1995 - 1998

- 2D & 3D graphics
- Interactive multimedia presentation
- Media forms & expressions
- Photography
- Film recording & editing
- Sound recording & editing
- Lightning engineering
- Web programming

Languages

I'm fully fluent in Swedish and English. The great majority of the work I've done in the last 17 years has been in English, working with international customers on a daily basis.

Personal

I generally have a positive attitude to both life and work and like to brighten up my friend's and co-workers' day. As a natural problem-solver, I often have ideas on how to optimize and improve just about everything.
I can be a bit of a perfectionist and take great pride in what I do, but will take constructive criticism to heart. I enjoy working with others as well as on my own, and I'm comfortable with both taking and giving instructions.

On my spare time I always have a project at hand, be it from restoring a vintage motorcycle to converting a 1940's radio into a fully functioning computer.
I also enjoy both composing and playing music, electronic as well as acoustic.

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