Zen Sejdiu



Team Lead & Service Delivery Manager
IT support · customer service · user experience · AI
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PROFILE

Technically versatile IT specialist with over 15 years' experience in technical support, customer service and user experience, including nearly nine years at Volvo Cars. I have worked across everything from onsite support, Mac/iOS and Microsoft infrastructure to application maintenance, networks and business-critical systems. I put the user first and raised onsite support customer satisfaction (CSAT) from 88% to 98%. I use AI across enterprise infrastructure and build my own AI agents in Microsoft Copilot to automate support and operations. Most recently, I led Office Onsite Support in Sweden as Team Lead and Service Delivery Manager.

KEY SKILLS

Technical support and operations

- Onsite and remote support in large enterprise environments
- Windows 7/10, macOS, iOS and Ubuntu
- Microsoft infrastructure, Azure, Active Directory and SCCM
- Application support and maintenance, incl. ServiceNow
- Networks, printers and meeting rooms
- Major incident management (P1/P2) and root cause analysis (RCA)
- AI in enterprise infrastructure: AI-based ticket assignment, AI Support Agent and Nexthink
- Building AI agents in Microsoft Copilot for support and automation

Customer service and user experience

- User-focused support and improved user experience (UX), with measurably higher customer satisfaction
- First Call Resolution and fast problem solving
- Onboarding new users for a smooth first day
- Global 24/7 support for Volvo workshops (Global Dealer Support)
- Dedicated support for the Volvo Cars design team and executive management (EMT)

Service delivery and leadership

- ITIL processes: incident, problem, change and request
- KPI and SLA tracking
- Supplier management and seamless supplier transitions
- Team leadership and line management, including offshore teams

WORK EXPERIENCE

Team Lead & Manager, Office Onsite Support

Oct 2024 – present

HCLTech, at Volvo Cars

- Dual role as team lead and line manager for Office Onsite Support in Sweden
- Redefined local IT support with a focus on user experience (UX) and data-driven processes
- Raised onsite CSAT from 88% to 98% and SLA compliance from 95% to 99%
- Accounted for 90% of the customer satisfaction improvement in the DWP cluster, 2024–2025
- Introduced ServiceNow dashboards for ticket tracking and AI-based ticket assignment
- Led a rebuild of the local IT infrastructure
- Equipped technicians with new tools: AI Support Agent, Nexthink and ServiceNow
- Built AI agents in Microsoft Copilot to automate and streamline support

Onboarding Lead

Feb 2023 – Oct 2024

Onitio AB, at Volvo Cars

- Built a global IT onboarding process in Miro covering HR, Identity Management and Hospitality Management
- Automated the end-to-end flow, including self-service password retrieval for new starters
- Raised the share of new starters ready on day one from 60% to 90%
- Raised employee satisfaction (Glint) from 84% to 97%
- The automation enabled the reduction of an eight-person HR team in Madrid

Team Lead, Global Dealer Support

Dec 2021 – Feb 2023

Onitio AB, at Volvo Cars

- Led an offshore team of 12 providing 24/7/365 support for VIDA, Volvo's business-critical class A system for workshops worldwide
- Downtime could cost over SEK 10 million per hour
- Improved First Call Resolution by over 25% and cut P1/P2 incident response times by over 30%

- Led the handover to a new supplier with no disruption to service

IT Specialist / Infrastructure Engineer Jul 2018 – Dec 2021

Tech Mahindra (to Sep 2019), Capgemini (Sep 2019 – Apr 2020) and Onitio AB, formerly Infocare (from Apr 2020), at Volvo Cars

- Responsible for all technical support for the Volvo Cars design team, including on-call cover for Torslanda (Sweden) and Mahwah (USA)
- Carried out root cause analysis (RCA) for the Office Onsite team in Sweden
- Provided dedicated support to executive management (EMT) and for business-critical incidents

Senior IT Engineer Nov 2017 – Jul 2018

Tech Mahindra, at Volvo Cars

- Local IT support and incident management in ServiceNow, covering Dell and HP hardware
- Support for Windows 7, Windows 10, macOS and Ubuntu
- Support for printers, applications, networks and meeting rooms, as well as executive management (EMT)

IT Technician May 2017 – Nov 2017

VGR-IT, Gothenburg

- Rolled out new leased computers across the whole Västra Götaland Region, including sensitive and critical environments
- Troubleshot drivers and connectivity to SCCM and printers

Systems Administrator / Area Manager (freelance) Jun 2008 – Dec 2016

Drens, London

- Responsible for company infrastructure: web hosting, application licences, hardware decommissioning and supplier storage
- Freelance IT support for businesses in London and the Home Counties

IT Technician Jan 2008 – Jun 2008

Mulberry School, London

- Migrated over 1,400 users from Dell to Lenovo
- Managed Kyocera printers, storage and accounts in Active Directory

EDUCATION AND CERTIFICATIONS

FdSc/BSc Computer Systems and Networking, University of Greenwich, London	2008–2009
Microsoft Certified Professional (XP / Server 2003), Oxford House College, London	2006
Cisco CCNA, Eastbury School, London	2004–2006
Swedish for Immigrants (SFI), Folkuniversitetet, Gothenburg	2019–2020
Secondary education, Dagenham Priory, London	1999–2005

LANGUAGES AND OTHER

Languages: English (native) · Albanian (native) · Swedish (fluent)

International background: has lived in the UK, the USA, Norway and Germany

Driving licence: Category B