



James Holmgren

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Skills

Usability, Computer Literacy, Documentation, Troubleshooting, Incident Management, IT Implementation, Communication, Requirements Gathering, Leadership, Project Planning, Team Development

Other

Swedish – Native
English – Fluent
German – Good knowledge
Driver's License (Category B)

Work Experience

<p>Gothenburg</p> <p>Jun 2024 - Current Position</p>	<p>Technical Solution Analyst Oracle Health Care</p> <p>At Oracle Health, I have specialist expertise in a core module of the healthcare system Millennium, with a particular focus on nurse user workflows. I work with implementation and incident management.</p> <p>Within implementation, projects can range from smaller configurations to complex new workflows involving other modules within Millennium. My role therefore includes coordinating with colleagues to meet the needs of healthcare providers.</p> <p>In incident management, I prioritize based on impact, scale, and complexity. I plan my work daily while remaining flexible to reprioritize when needed. I communicate daily with international hospitals—from end users to decision-makers—to gather requirements, prioritize issues, understand context, and propose solutions.</p>
<p>Gothenburg</p> <p>Sep 2023 - Jan 2026</p>	<p>Web designer https://jaktklubben.com/ Swedish Hunting Club</p> <p>I independently built and launched a data-driven membership platform, where I was responsible for the entire flow—from business logic to technical implementation. The platform integrates payments via Stripe and membership/access management via Memberstack.</p> <p>In this work, I structured and defined information models for users, content, and offers, and established rules for how data is handled throughout the entire user journey.</p> <p>I have also worked with user behavior analysis to improve user experience and business outcomes, giving me hands-on experience in data-driven work at the intersection of business and technology.</p>
<p>Halmstad</p> <p>Sep 2023 - Jun 2024</p>	<p>Teaching Assistant Halmstad University</p> <p>As a teaching assistant, I worked with courses in the Bachelor's program Digital Design and Innovation, focusing on UX design, prototyping, and user-centered design methods.</p> <p>I supported students in courses such as prototype development, user testing, and workshop facilitation. I supervised students individually and in groups, delivered lectures, provided constructive feedback, and assessed assignments.</p> <p>The role also included administrative and pedagogical tasks such as preparing course materials, organizing sessions, and acting as a link between students and faculty.</p>
<p>Lund Internship</p> <p>Sep 2023 - Jun 2024</p>	<p>UX designer Sensative</p> <p>During my studies, I completed an internship at Sensative, a company working with sensors and data. My internship focused on increasing understanding of usability and development needs in their digital solutions related to tenants' electricity consumption.</p> <p>The work included analysis, prototyping, and user testing in an IoT environment. The project formed the basis of my master's thesis, which focused on user-centered design and business value in digital services.</p>

Gothenburg Internship Feb 2023 - Jun 2023	Service Designer https://peers.bris.se/	Humblebee / Bris
	<p>During my internship as a service designer at Humblebee, I worked on a project for BRIS. The goal was to explore how a digital platform could create safe and supportive user experiences for children and young people.</p> <p>The final product was Peers—an anonymous forum where young people can share experiences and support each other through everyday challenges. The platform complements traditional support services by offering a safe space to talk with peers.</p> <p>In my role, I led the user-centered design process, including user research, ideation, and prototyping. I collaborated with UX designers and developers to transform insights into the final product.</p>	
Halmstad / Gothenburg Jan 2021 - Aug 2023	Digital support	Swedbank
	<p>Worked in digital support, focusing on helping users navigate and resolve issues in digital systems and services. Managed incoming cases, troubleshooted technical problems, and guided users through solutions in a structured and pedagogical manner.</p> <p>The role also included fraud management, where I identified and analyzed suspicious cases, conducted checks, and ensured appropriate actions were taken. The work required accuracy, risk assessment, and a strong security mindset.</p>	
Gothenburg Maj 2018 - Aug 2019	Production planner	Eltel Networks
	<p>Worked as a production planner in fiber network expansion, responsible for planning and coordinating two technician teams in Västra Götaland and Värmland.</p> <p>The role involved distributing daily work orders from Telia to technician teams, ranging from troubleshooting household internet connections to building and expanding property networks. Based on technicians' site analyses, I handled material orders, prepared quotes, and planned and coordinated execution to ensure efficient delivery according to timelines and quality standards.</p> <p>I also participated in a larger project coordinating the upgrade of all McDonald's property networks in the region.</p>	
Gothenburg Maj 2017 - Maj 2018	Team leader for customer service	Eltel Networks
	<p>Worked as a team leader in customer service, responsible for leading and developing a team in daily operations. The role included ensuring high service quality, efficient case handling, and achievement of KPIs.</p> <p>I followed up on performance and quality, and actively worked with coaching and skills development to improve team results and work environment. This role strengthened my leadership skills, decision-making under pressure, and ability to balance customer focus with business and quality goals.</p>	

Education

Halmstad Aug 2022 - Jun 2024	Master's Degree – Digital Service Design	Halmstad University
	<p>Focused on how digital services are designed by analyzing business and user needs, as well as communicating, planning, and creating digital products in cross-functional teams.</p>	
Halmstad Aug 2019 - Jun 2022	Bachelor's Degree – Digital Design and Innovation	Halmstad University
	<p>Focused on analyzing user needs through interviews and workshops, and creating, testing, and iterating prototypes together with users to develop user-friendly services.</p>	
Gothenburg /Härnösand Sommar 2014 - 2017	Swedish Sea Cadet Corps (Sjövärnsåren)	
	<p>Participated in training programs within the Swedish Armed Forces' youth camps with a naval focus. Training included leadership, navigation, and high-speed boat handling (G-boat).</p>	