

Peter Fristedt – CV



Telephone: +46 731 098 288

E-mail: peter@fristedt.org

Web: fristedt.org

Linkedin: /in/fristedt/

Twitter: @fristedt

Facebook: /p.fristedt

Born: 1960

Peter is a requirement analyst, writer, educator and communicator who always finds himself somewhere between man and machine.

I am perceived as an easy-going person, pragmatic and result oriented. I advocate team work, but at the same time am comfortable in working by myself. I am used at working in projects, to meet deadlines and to coordinate activities.

Competencies

Requirements Analyst

Requirements gathering, documentation and test cases.

Previous experiences count requirements in the customer process in SEB bank, in procurement of maintenance and operations services for a business social network platform, procurement and implementation of a video streaming system, business requirements for the public websites of SEB Germany and for SEB Corporate and Institutions. At present I am working with business requirements in a Telia Company GDPR (General Data Protection Regulation) project.

Writer and trainer

I have an extensive experience of writing instructions for bank services, system documentation and training materials. I have worked as a trainer in the fields of Communication, web development, and Microsoft Office.

Communications expert

Writing news, customer communication and management letters for a SEB fully owned IT company. I was responsible for internal as well as public websites, working with communication strategies, planning and policies.

Positions and assignments (in chronological order)

2017- Requirements Analyst (certified) — Telia Company

- Requirement expert in a GDPR (General Data Protection Regulation) implementation project.
- Interviewing legal experts and IT systems responsible, documenting requirements in different forms, for example UML 2.0.

2016-2017 Requirements Analyst — SEB IT Development

- Requirement expert in a project for digitally onboarding retail customers.

- Interviewing business representatives and people from compliance, security and lawyers etc. Working out requirements, user stories and test cases, working in close co-operation with developers and testers.

2014-2016 Scrum Master (certified) — SEB IT Development

- Certified Scrum Master for a team of six developers.
- Planning, following up, removing impediments, reporting. Conducting daily stand-up's, demos and retrospectives.

2014-2017 Applications responsible for a web-based collaboration tool (IBM Connections) — SEB IT Development

- Responsible for the application in relation to my counterpart on the business side.
- Making sure that the application delivers what is requested, working in close cooperation with a Service Delivery Responsible and IT operations specialist, both in-house and external.
- Performing second line support for users, investigating and documenting errors, communicating with third parties in-house and external.
- Planning operations and maintenance.

2006-2014 Content Management Specialist, Requirement Specialist, Writer, Investigator — SEB Bank

- Building and maintaining digital channels, internal as well as public.
- Working agile, performing pre-studies, planning, analysing needs and structuring content, suggesting solutions, building web sites and other channels, procured and implemented a new streaming video solution, super user driving change in digital communication, certified in Agile ways of working.

2000-2006 Communication Officer — SEB Bank

- Communications expert, In-house Trainer in communication, working with communication strategies.
- Writing news, customer communication and management letters for a SEB fully owned IT company, responsible for internal as well as public websites, working with communication strategies, planning and policies.

1999–2000 Trainer, Developer — Rehn Datautbildning

- Trainer, Developer, Speaker, Writer, responsible for the company's internal and external web sites.
- Certified Microsoft Office User Specialist (Expert level). Training students in working with Microsoft Office and planning and building websites. Developing a standard concept for business templates in Microsoft Word. Building sets of templates for companies adhering to their graphic profile and special needs.
- Producing training materials and handbooks.

1998–1999 Communications responsible — SEB IT Operations

- Responsible for internal communication, focus on setting up a process for communicating to customers and users if there were IT disturbances.
- Setting processes for communication in IT disturbances, participating in operations planning, responsible for internal communication, working with SEB Group Communication, writing user hand books.

1993-1998 User support — SEB IT Services

- User Specialist, Helpdesk.
- User specialist helping users with issues regarding text and printing, developing user templates and automatization in Word Perfect and Microsoft Word, regular speaker at department meetings about use of PC, pioneering in building internal web sites.

1991-1993 Writer, editor — SEB Bank

- Writing instructions and maintaining the SEB Bank Instruction Library.
- Regularly meeting fact owners and experts, interviewing them and writing and maintaining banking instructions.
- Procured a new working tools and templates for the editors.

1998-1991 IT support — SEB Card

- Responsible for and Administrator of terminals, computers, network, user rights, service, documentation at SEB Card IT.
- Working with internal and external parties regarding hardware, network, user access, investigations, procurement, installation, service, documentation, design.

1987-1988 IT Coordinator — Eurocard

- Coordinating the customer service departments requirements with the IT department.
- Gathering and documenting requirements, prioritising and working in co-operations with the IT department. User specialist, writing instructions etc.

Certificates

- Certified Microsoft Office User Specialist, Expert level, Microsoft 1999
- Certified in Agile ways of working, Softhouse 2014
- Certified Professional Scrum Master I Assessment, Scrum.org 2014 (#174779)
- Certified Professional for Requirements Engineering, IREB 2017 (#3082)

Languages

Proficient in Swedish and fluent in English. German on a tourist level.

Trustee

Chairman or board member in all housing associations I lived in since 2002. I have also held several positions in the Swedish bankers' union, Finansförbundet.

Outside work

I'm a keen photographer and are working with video in the project A Stockholm Minute. I travel a lot and visit Berlin at least once a year. I am interested in privacy and integrity questions, in knowledge sharing and culture.

References

References are provided upon request.