

CV

ERIK FÄLTIN

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ABOUT ME:

- I have studied **media and communication science** for three years and I am running my own small company where different parts of the **Adobe Creative Suite is used daily**. Among other things I have previously hosted a podcast, and some of my interests are **design, sport, language** and **history**.

LATEST WORK:

Smart Senior, Stockholm Content Manager | 201807 - 201911

- Overall responsibility for publication and creation of material according to specification for SmartSenior.se. A lot of work in the company CMS (Umbraco) as well as responsibility for the newsletters and partner sendouts via Apsis.
- In charge of communication and proofreading/proofing for the material being sent in by both already existing and new corporate partners of Smart Senior. I was also overlooking the response from our members in terms of statistics of send outs and campaigns on different platforms.
- Participant in the development of the Smart Senior newsletter, web campaigns, design and new concepts.

PlayAd Media Group, Stockholm News and sport editor | 201703 - 201812

- Producing videos (editing, writing scripts, record voice overs, creating graphics) for publication within a network consisting of 200 nordic publicists, e.g. local newspapers NT, NSD and SKD.
- Represent the company at different press meetings and events (e.g. Sommar i P1) and while on the scene manage interviews and filming for later editing and publication.
- Editorial work with short deadlines as well as projects ranging over a longer period of time creating more graphically and/or information-wise advanced videos. Frequent cooperation with all members of the editorial team.

MTG Broadcast Centre, Stockholm Live Broadcast Operator | 201606 - 201707

- Responsible for the uninterrupted continuation of the broadcast. Communicating with the broadcast producer and always being prepared for the fast-changing nature of sports broadcasting making sudden schedule changes a reality due to e.g. weather.
- Overlook and make sure the broadcast schedule is planned correctly and make changes if necessary. Keep an eye on the maximum minutes of adverts broadcasted within an hour (regulated by law).
- Go to and from commercial breaks, edit reruns, make sure that sources for the live material that is received is the same as the material source we are broadcasting.

EDUCATION & LANGUAGES:

201508-201806

- Södertörns University, Stockholm, Media and Communication Science
Selection of completed courses - *Media and Communication Science A & B*,
Media Production: text & image as well as *Media Legislation*.

200808-201106

- Rekarne Upper Secondary School, Eskilstuna, Social Science programme

Swedish	■	Native
English	■	Fluent
Norwegian	■	Very Good
Danish	■	Good
German	■	Basic

PROJECTS & OTHER:

201703-

- *Freelance* work within e.g. video, graphic & web design. **See more at erikfaltin.com**

Video: Both shorter fast produced news videos with voice overs as well as more detailed video projects where I have interviewed or filmed.

Graphic Design: Restaurant menus, logotypes, digitization of logotypes, banners for print, gift cards, information signs and more.

Webbdesign: Completely new websites for [Södra Sällskapet](#) & [Lo Scudetto](#).

201606- 201805 (paused)

- *Podcast* - Together with three friends I have produced "United-podden", a podcast about Manchester United that up until now have released close to 70 episodes. I have been responsible for the editing of most episodes, all graphic design as well as the now paused web page unitedpodden.se.

201008-

- *Driver's license* - AM & B.

EARLIER WORK:

Comet Consular Services, Stockholm

Visa Handler & Customer Service Agent | 201508 - 201609

- Examine customer queries, answer customers on the phone and via email, book couriers and also handle orders and payments.
- Visit embassies in the Stockholm area, deliver and collect passports and legal documents for private and corporate customers as well as administrative task.

Playstation Support, Edinburgh, Skottland

Quality Execution Analyst | 201504 - 201506

- Responsible for the customer service quality of the three Scandinavian teams and also parts of the British team.
- Writing and delivering reports to highlight trends based on the by customers sent in tickets we had received. Giving feedback to customer service representatives as well as constantly overlooking the customer service quality.

Samsung Content & Services Support, Edinburgh, Skottland

Lead Tier 1 Coach | 201312 - 201503

- Responsible for team learning and development within the Samsung range of products and services. Designing and updating of the training material required.
- Technical support via email and phone in Swedish, Norwegian & English.

Narvesen Arneagaren, Stavanger, Norge

Store Employee | 201302 - 201306

- Focus on customer service in a store environment, visual merchandising as well as guiding customers through the store's many hundreds newspaper and magazine titles.
- Manage the opening and the closing of the store and general maintenance of the store.