



# Markus Raab

DIGITAL PERFORMER

## CONTACTS

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in raabmar

🏠 Around the world  
Based in Linz, Austria

## ACADEMICS

### BUSINESS INFORMATICS

#### Selective studies: knowledge management

University for distance learning  
Hagen (Germany)  
2018-2019

### COMMUNICATION, KNOWLEDGE, MEDIA

#### Master (MA)

University of Applied Sciences  
Hagenberg (Austria)  
2014-2016

### COMPUTER SCIENCE

#### Study abroad

St. Edward's University  
Austin, TX (USA)  
2012-2013

### BUSINESS INFORMATICS

#### Bachelor (BSc)

Johannes Kepler University  
Linz (Austria)  
2004-2008

## PROFESSIONAL PROFILE

My name is Markus and I am from the beautiful country Austria, however, I would like to call the world my home. I spent already some time abroad and am absolutely open to further expand my horizon. I do know where my roots are but I believe that technological and cultural developments make it easier nowadays to keep in touch with your loved ones, no matter where you are. Same goes for businesses and enterprises. Developments in IT systems and society should be used as an advantage to be one step ahead. Digitalization is unstoppable and I am taking care to get it moving.

## WORK EXPERIENCE

### FREELANCER & REMOTE WORKER

from 2019

**Atlassian Confluence, Jira Service Desk, IT Customer Support, WordPress, Photography.** The change had to come eventually. I love to work, and moreover, I love to choose the place and time to perform. Running projects by myself and in cooperation with others is my current path to happiness. It is an exciting journey in which I find myself, am able and forced to conquer my fears, sharpen my strengths and apply my knowledge, experience, and talent at the highest level on individual projects. My ultimate goal is to bring all my learnings and experience together and apply it at my own business some time in the future.

### INFORMATION MANAGER

Celum / Linz (Austria) | 2017-2019

**Atlassian Confluence, Jira, Jira Service Desk, Discourse, Intranet, organizational information flow, documentation, workflow improvement.** Improving business processes and making people love to co-create by applying the right toolset and teaching organizational values makes me happy. Efficient communication and on-site + remote collaboration are the keys to success. At Celum, I focused a lot on Confluence and Jira + Service Desk to improve the internal communication, collaboration, and documentation, which led to increased transparency, information persistency, and efficiency. On top of that I set up a new ticketing system and knowledge base that eased the support workflow for customers and support agents alike.

## EDUCATION

### MEDIA INFORMATICS

#### High school diploma

BFI Linz (Austria)

2009-2010

### IT TECHNICIAN

Vocational school Linz (Austria)

2002-2005

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## LANGUAGES

### GERMAN (native)

### ENGLISH (business)

Study abroad, int. projects

### RUSSIAN (beginner)

Курсы в России и моя русская жена

### SPANISH (beginner)

Cursos durante mi estancia en

España

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## INTERESTS

New & remote work, organizational development and culture, competency development, internal/external corporate communication, audio- and video production, user experience design, digital marketing & SEO, frugalism, finance and investing, meaningful life

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## TIME FOR ME

### Location independency

- Being able to pick where I live for some time in my life is currently my dream

### Traveling

- Southeast Asia is my favorite – hopefully I will love South America alike

### Favorite Book 2019

- The Accidental Further Adventures of the Hundred-Year-Old Man by Jonas Jonasson

## WORK EXPERIENCE

(Continued)

### RESEARCH ASSOCIATE

University of Applied Sciences / Hagenberg (Austria) | 2015-2016

#### Research, prototyping, mockup design, UI design, user interaction workflow, scientific writing, academic conferences.

Working in research & design enables to take part in the entire development cycle of a product or service, in which theoretical approaches are transferred to the actual field of application. The FFG-funded (Austrian Research Promotion Agency) project "CrAc - Cooperative Activities" was all about voluntary organizations and the semantic matching of people to the most appropriate tasks.

### SERVICE DESK AGENT + APPLICATION MANAGER BMC REMEDY

voestalpine group-IT / Linz (Austria) | 2006-2010

**IT customer support, BMC Remedy, incident & problem management processes, ITIL.** As an IT service desk agent, the main responsibility is the resolving of employees' IT issues around the world. The maintenance of a knowledge base is an absolutely crucial part of this profession as it enables to provide consistently high-quality solutions. Running additional projects related to incident & problem management made it especially challenging & exciting. Lessons learned: without teamwork par excellence it is impossible to handle all the requests in such an efficient manner.

### IT TECHNICIAN

Hapra / Linz (Austria) | 2002-2006

**IT and presentation systems, customer care.** The responsibilities of an IT technician in a small IT solution company are rather diverse and go from assembling and the troubleshooting of computer software/hardware, to customer support, handling of claims, and merchandise management.

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## EXPERTISE

### Atlassian Confluence and Jira Service Desk

Atlassian got me with their corporate values and toolset they offer. I love their products, their mindset and their vision.

### Customer Support Systems and Processes

Do not just hire a support agent, get your support processes and toolset up and running. Experiences with Zendesk, Intercom, Freshdesk, Jira, Remedy.

### WordPress

The king in the CMS world allows to do so much – from efficient website building to total customization and control.

### Photography and Design

Photography, small video and audio projects are hinting at the creative artist in me.