

# Andreas Nyberg

AI-Native ITSM Architect & Atlassian SME | Founder, LT.Solutions

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✓ Available for Contract Engagements

🔗 Launchpad for JSM | Atlassian Marketplace

🔥 AI-Augmented Development

AI-native ITSM Architect and Atlassian SME with over 15 years of enterprise service management experience. Founder of LT.Solutions and creator of Launchpad for Jira Service Management, a Forge-based Atlassian Marketplace app that deploys production-ready CMDB schemas in minutes. Specialist in JSM, Atlassian Assets, and automation-led transformations. Builds and ships product using structured multi-agent AI workflows, integrating LLM tooling into every stage of development, architecture, and delivery. Proven record leading platform migrations, CMDB design, and knowledge-transfer programmes for organisations at enterprise scale.

## Key Skills

### Atlassian

Jira · JSM · Confluence · Assets / CMDB · Opsgenie · Forge · Rovo

### AI & Agentic

Multi-agent Workflows · Claude · Codex · Rovo Agent Design · LLM-assisted Development · AI Adoption Strategy

### Integration

REST APIs · Webhooks · Azure DevOps · Forge SDK · Automation Rules · API-driven Schema Deployment

### ITSM & Design

Service Desk Design · ITSM Migrations · Workflow Automation · CMDB Architecture · SLA Design · ITIL 4

### Product

Atlassian Marketplace · Schema Architecture · Go-to-Market · B2B Outreach · Product Roadmap

### Governance

ISO 27001 · SOC 2 · SaaS Cost Optimisation · AI Governance · Compliance Frameworks · SC Cleared (lapsed)

## Professional Experience

### Let's Talk Solutions Ltd (LT.Solutions) Current

Mar 2025 – Present

#### Founder & Director

Co-founded LT.Solutions and bootstrapped **Launchpad for Jira Service Management** v2.10.0: a Forge-based Atlassian Marketplace app delivering 13 custom CMDB schemas under a single subscription, replacing weeks of manual Assets configuration.

- Shipped 13 custom schemas spanning Basic CMDB, Core Schema, Standard CMDB, Service Catalogue, Priority Matrix, Request Fulfilment Automation (RFA), Enterprise Architecture (EA), and more, all under one subscription
- Workbook import pipeline: deploy and populate CMDB objects directly from Excel with full reference attribute resolution
- Built Automation Rule Management API integration enabling programmatic JSM automation rule creation on schema deployment

- Architecting a suite of Rovo AI agents as a companion Forge app, extending Launchpad into conversational CMDB management
- Built using a structured multi-agent AI workflow: Claude Code as PM/builder, Codex (OpenAI) as QA auditor, a reproducible system for high-quality Forge app delivery

## Valiantys, UK (Remote)

Nov 2025 – Mar 2026

### Senior Consultant

- **Perceptive Informatics** Led ServiceNow to JSM migration; designed Assets (CMDB) schema for core infrastructure and implemented C-SAT/NPS customer satisfaction reporting
- **Cancer Research UK** JSM and Assets implementation covering service catalogue design and CMDB schema architecture
- **System C** Embedded in the Discovery team for this healthcare IT engagement; co-authored the first iteration of the solution design document ahead of full JSM implementation
- **APAX Finance** Delivered JSM rollout migrating the organisation away from email-based support, establishing structured request management and service workflows
- Designed Assets schemas with Microsoft Entra ID and Intune integrations for automated device and identity management across engagements

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## Kantar Media, London

Mar 2025 – Sep 2025

### Technical Architect / Atlassian SME

- Built JSM MVP for 500 initial users across HR, IT, SOC, and NOC teams ahead of 4,500-user rollout; designed CMDB covering location hierarchies, workstations, network gear, and full server infrastructure
- Integrated Jira Service Management with Azure DevOps for seamless handoffs between service and development workflows
- Designed automation leveraging Assets data for intelligent ticket routing, SLA calculations, and escalation paths
- Delivered knowledge transfer sessions and trained LATAM, EMEA, and APAC stakeholders for a global 24/7 service desk model

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## Datasparq, London

Jan 2023 – Jan 2025

### Data Service & Internal IT Manager

- Migrated internal support from Zendesk to JSM, streamlining ticket workflows and aligning support with engineering teams
- Designed cost optimisation automations for GCP and Atlassian using webhooks and APIs, reducing SaaS overhead
- Administered Atlassian Suite, Google Workspace, GitHub, GCP, and Azure environments including user management and integrations
- Delivered ISO 27001 Confluence Documentation Hub consolidating policies into a structured, auditable space; praised by auditors at final certification audit

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## Zephr (A Part of Zuora), London

Jul 2021 – Jan 2023

### Global Support Manager

- Built and scaled B2B technical support teams in UK & New Zealand, supporting tier-1 clients (WHICH?, New York Post, News Corp Australia)
- Designed escalation workflows integrating Jira, PagerDuty, and Slack to prevent customer-facing incidents
- Led company-wide Jira administration, optimising workflows and ticket management

- Established 24/5 global support model, improving customer coverage and satisfaction

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## Endeavor Streaming, London

Nov 2018 – Nov 2020

### L2 Support Manager

- Built and led L2 support team for NBA, EFL, OSN, EuroLeague, FEI, UFC, and BT Box Office; launched Endeavor's first UK-based L2 department
- Developed proprietary troubleshooting tools, reducing escalations to development teams

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## Earlier Experience

Oct 2011 – Nov 2018

### Technical Support Manager / Customer Service Manager

- **NeuLion Inc:** Technical Support Manager (2012–2018): led support and client onboarding for streaming platforms used by ITV, Carrefour, and BT TV; trained 60+ EFL football clubs onto new VOD platform
- **Saffron Digital Ltd:** Customer Service Manager (2011–2012): built support teams for KDDI Videopass and ITV Essentials; led CRM implementations and cost-saving workflow design

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## Certifications & Professional Development

ITIL® 4: Introduction to Service Management – LinkedIn Learning (Feb 2025)

IT Service Desk: Service Management – LinkedIn Learning (Feb 2025)

Jira Administration: Automation – LinkedIn Learning (Feb 2025)

Agile Project Management with Jira Cloud – Atlassian University (Feb 2025)

Git Essential Training – LinkedIn Learning (Feb 2025)

ISO 27001 Implementation & IT Security Compliance – Practical Experience

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## Education

### Kristinehamns Folkhögskola, Sweden

Higher Education equivalent to foundation-level university studies (2005–2006)

### Risbergsska Skolan, Sweden

Equivalent to UK A-Levels (1999–2002)

For consultancy enquiries, visit [It.solutions](#)