

Annika Gunnarsson

## Agile Product Owner

Always surpass expectations; a delighted customer brings growth - and efficient processes bring revenue. I side with both.

I believe in effective motivation (purpose/autonomy/mastery), and in the Modern Agile approach:

- Make people awesome
- Deliver value continuously
- Experiment and learn rapidly
- Make safety a prerequisite

Always measure; metrics is the key to delivering real customer value.

As a person I am analytical, curious, and logical. I try to innovate daily – frequently in small, iterative improvements - and more seldom in a sudden, massive insights.

I speak up when I have something to say; honesty and direct communication are always paramount.

# Skills

- Agile Project management
- Business analysis
- Requirement management
- Process design
- Business development
- Agile methodologies (Scrum / Kanban)
- Customer journey mapping
- Use case management
- Lean
- Six Sigma
- Aris
- Quality assurance
- Web analytics (Sitecatalyst)
- Basic web/software development

# Experience

## ▼ **TeliaSonera - Product Owner Support (2015-)**

- Product owner for the award-winning telia.se/support (online self service).

## ▼ **TeliaSonera - Business Developer (2014-2015)**

- Business requirement owner for telia.se/support (online self service).
- Business analyst and subject matter expert in multiple projects.

## ▼ **TeliaSonera - Customer process manager (2008-2014)**

- Continuous & project-based optimizations of customer value streams.
- Process automation.
- Business analysis & requirements management
- Project manager and subject matter specialist in development projects
- Continuous mentorship and knowledge management

▼ **TeliaSonera - Workforce efficiency manager (2005-2008)**

- Responsible for the workforce efficiency of TeliaSonera's customer service.
- IT requirements owner for customer service.
- Project manager for several projects to increase workforce efficiency.
- Quality assurance and metric analysis for campaigns affecting workforce efficiency.
- Final word on planned campaigns and projects
- Speaker for customer service in TeliaSonera's project steering group.

▼ **TeliaSonera - Operations engineer (2004-2005)**

- Operator SDH-connectivity installation & analysis
- SDH-installation quality assurance
- SDH field technician support

▼ **TeliaSonera - Systems expert (2002-2004)**

- Project manager for several projects to increase workforce efficiency.
- IT requirements owner for sales & support workforce.

▼ **TeliaSonera - Requirements owner (2000-2002)**

- Requirement gathering/analysis for TeliaSonera's new system stack (OSS/BSS & CRM).
- UAT test creation and quality assurance

▼ **TeliaSonera - Application support (1999-2000)**

- Selected as one of five to start TeliaSonera's Broadband support and sales service.
- System requirement gathering/analysis
- Responsible for all system documentation

▼ **Manpower - Technical analyst (1998-1999)**

- Error analysis, workforce support and field technician.
- Configured customer connectivity at the phone stations.

▼ **TeliaSonera - Helpdesk technician (1997-1998)**

- Supported TeliaSonera's workforce with computer and password issues.

# Contact me

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## ▼ Details

<b>Birthyear:</b>	1978
<b>Location:</b>	Gothenburg
<b>Languages:</b>	Swedish, English, German