

## Smart creative with plenty of hands-on experience

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

A company's most important assets are its people and culture. Lean, Six Sigma and agile methodologies are all excellent tools, but often need to be adapted to each company.

I am biased towards action; if a project runs into a brick wall, I immediately look for an alternate path (or a cute bulldozer).

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

- Business development
- Project management
- Business analysis
- Requirement management
- Process design
- Customer journey mapping
- Use case management
- Agile methodologies: Scrum / Kanban
- Lean
- Six Sigma

- Aris
- Quality assurance
- Basic web/software development

## Experience

- ▶ TeliaSonera - Business Developer (2014-)
- ▶ TeliaSonera - Customer process manager (2008-2014)
- ▶ TeliaSonera - Workforce efficiency manager (2005-2008)
- ▶ TeliaSonera - Operations engineer (2004-2005)
- ▶ TeliaSonera - Systems expert (2002-2004)
- ▶ TeliaSonera - Requirements owner (2000-2002)
- ▶ TeliaSonera - Application support (1999-2000)
- ▶ Manpower - Technical analyst (1998-1999)
- ▶ TeliaSonera - Helpdesk technician (1997-1998)

## Contact me

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