

# Kristoffer Sthen



✉ [kristoffer@sthen.se](mailto:kristoffer@sthen.se) ☎ +46 723 717 503 in [linkedin.com/in/ksthen/](https://www.linkedin.com/in/ksthen/)

## Summary

---

Senior Consultant with over a decade of experience delivering digital projects and products for multinational companies. Demonstrated expertise in driving projects, spearheading innovative solutions, and enhancing customer value. Proficient in devising product vision & strategy and leveraging objectives and metrics for direction-setting. I prioritize fostering autonomy, endorsing professional growth, and ensuring meaningful contributions while maintaining an engaging and enjoyable work environment.

### Key competencies:

- **Academic foundations:** Double degree: M.Sc. and MBA.
- **Methodology:** PMP-certified, Adept in Agile Development, Scrum, and SAFe frameworks.
- **Product:** Proficient in translating vision into strategy, crafting user stories, setting OKRs, orchestrating user experience design (UX), overseeing user testing, and implementing change management.
- **Interpersonal:** Renowned for straightforward storytelling, fostering cross-functional collaborations, cultivating trust, promoting team growth & autonomy, and nurturing an inclusive organizational culture.
- **Technology:** 16x Salesforce certified, including Developer and Application Architect, Advanced skills in TypeScript/JavaScript (Angular, React), HTML, CSS, Node, SQL. Also proficient in .Net, Sitecore, SharePoint, Jira/Confluence, Azure DevOps, Microsoft Office, and Google Workspace. Always eager to embrace and master new technologies!

## Work Experience

---

### Billerud / Kristoffer Sthen Consulting AB

Dec 2021 – Current

#### Senior Project/Product Manager | Customer Portal

- Led the design and launch of Billerud's customer portal, driving the project from inception to production with Azure, .NET, and Angular; directly managed cross-functional team and stakeholder relationships.
- Executed a successful project turnaround through adept project and team leadership, improving project velocity with Agile methodologies and ensuring the platform's scalability and security.
- Achieved significant user engagement with over 1,000 active users and 500 MAU by integrating ERP and CRM systems for streamlined access to orders, stock, and invoices.

### Volvo Cars

Dec 2019 – Nov 2021

#### Senior Product Owner | Marketing Automation – Salesforce Marketing Cloud

- Launched five markets and deployed four new communication programs to grow our top-line engagement metric from 10.4 million to 26.7 million (206%) YoY 2019/2020 while maintaining an open rate of 36%.
- Led a product team of 9 developers, building tools enabling our internal teams to create innovative marketing campaigns. Built a healthy and inclusive product team by caring for and empowering members to grow new competencies and capabilities.
- Set the strategic direction by defining the product vision, product strategy, roadmap, and metrics by collaborating with other product managers, stakeholders, and the team to translate business needs to technical requirements and a great user experience.

<b>Volvo Cars</b> <b>Senior Project Manager</b>   Communication launch	<b>Jan 2018 – Nov 2019</b>
<ul style="list-style-type: none"> <li>Delivered 763 digital assets/content (copy texts, images, video, social posts) powering the new .com UX.</li> <li>Led a cross-functional communication launch program, collaborating with many internal partners to get input and feedback and keeping them informed about the progress.</li> </ul>	
<b>Volvo Cars</b> <b>Product Owner</b>   Car Configurator Services	<b>June 2015 – Jan 2018</b>
<ul style="list-style-type: none"> <li>Set the strategic direction by defining the product vision, product strategy, roadmap, backlog and led a team of 6 back-end developers to optimize the content platform of the online build and price tool, delivering images and videos in the correct format.</li> <li>Together with the other product teams, increased completed configurations by 45%, lead generated by 29%, and test drive requests by 58%.</li> </ul>	
<b>Volvo Cars</b> <b>Project Manager</b>   Market Launch volvocars.com	<b>Jan 2014 – Jun 2015</b>
<ul style="list-style-type: none"> <li>Led a central agile team of 6, helping 180 market web editors in 70 markets to take the new design and user experience of the volvocars.com website to market.</li> <li>In total, delivered 13 000 web pages in 18 weeks, on time and within the 20 million SEK budget.</li> </ul>	
<b>HiQ (IT Consultant)</b> <b>Project Manager</b>   Market Launch My Volvo	<b>Aug 2011 – Jan 2014</b>
<ul style="list-style-type: none"> <li>Successful launch of the ownership pages in 8 markets, including 21 onsite workshops.</li> </ul>	
<b>Semcon (Engineering Consultant)</b> <b>Analyst</b>   Ringhals	<b>Aug 2008 – Aug 2011</b>
<ul style="list-style-type: none"> <li>Quality-planning and requirement analysis in 9 projects tracking some 750 requirements related to software modifications in nuclear reactor protection &amp; reactor control systems.</li> </ul>	

## Education

---

<b>Blekinge Institute of Technology</b>	<b>Aug 2011 – Aug 2014</b>
<ul style="list-style-type: none"> <li><b>MBA</b> Program: Industrial Management &amp; Economics.</li> </ul>	
<b>Chalmers University of Technology</b>	<b>Aug 2003 – Jun 2008</b>
<ul style="list-style-type: none"> <li><b>MSc. Industrial Engineering &amp; Management.</b></li> </ul>	

## Certificates

---

<b>Scrum.org</b>	<b>Aug 2021 – Current</b>
<ul style="list-style-type: none"> <li><b>PSPO I &amp; PSPO II</b> Professional Scrum Product Owner.</li> </ul>	
<b>Salesforce</b>	<b>Jan 2020 – Current</b>
<ul style="list-style-type: none"> <li><b>16x Salesforce Certified</b></li> </ul>	
<b>Project Management Institute PMI</b>	<b>Feb 2013 – Current</b>
<ul style="list-style-type: none"> <li><b>ACP</b> Certified Agile Practitioner: Product Manager / Scrum Master.</li> <li><b>PMP</b> Certified Project Manager.</li> </ul>	