Fredrik Sköld

ElevateIT AB

Product owner, Agile Coach, ITSM,
Project management, Digitalization.

SPECIALIZATION

Over his 15 years in the industry, Fredrik has acquired extensive experience in product companies, the public sector, and consulting. He has worked in roles such as manager, product owner, and systems technician, with responsibilities including product management, requirements specification, stakeholder management, public procurement, and covering all stages of the product life cycle. Starting his career as a systems technician, Fredrik quickly moved into more managerial roles, successfully leading major digitalization initiatives for public executive offices and acting as product owner, team manager, and managing projects and agile teams in private businesses. Complementing the hands-on experience, Fredrik have certifications in IT architecture, Scrum (Scrum Master and Product Owner), leadership etc.

His strength lies in seeing the full picture and creating successful teams, projects and products through structure, efficient work methods, and clear expectations, information, and accountability.

PERSONAL QUALITIES

With his broad background in roles with both direct and indirect leadership, Fredrik has experience in bringing both large and small projects to completion, as well as working with and improving existing products. Although he started in more technical roles, Fredrik's greatest strength is identifying how people, technology, culture, and processes intersect most effectively to develop both the team and the product.

Client Testimonials about Fredrik?

- *"Finds the important keys in discussions and can drive them to action."*
- *"Not at all pretentious in his leadership, which fosters a natural team spirit."*
- *"Calm and objective, but assertive when needed."*

Fredrik Sköld

KEY EXPERIENCES

Agile Coach Consultant, IKEA Ingka (2021 – 2024)

Assignment: Fredrik's role has been to implement and lead agile working methods and continuous improvement efforts across several teams within the Digital Product Customer Support Contact product area. Fredrik has also been working close with product owner and product specialist aiding and coaching.

Objective: For modern and efficient product development, the product team has adopted agile methods such as Scrum, and to a lesser extent, Kanban. Fredrik has supporting in this work, as well working with the Product and Engineering specialist to optimize product management for the product Dialog (before that One Solution). Over the years a lot has changed in team structure as well as a successful rollout of a new cloud-based platform, leading to constant needs to adapt work methods.

Benefits: In a product with thousands of global users, where regulations differ from market to market and interruptions are measured in seconds, functioning processes and work methods are key to success, as they support ongoing stability and usability improvements.

Team Manager, HiQ South AB (2023)

Assignment: In parallel with consulting at IKEA Ingka, Fredrik was the manager for 15 consultants at HIQ's Helsingborg office. This meant coaching, salary audits, competence development and managing day to day operations for the office and the staff.
Fredrik has taken the role of a senior staff member after leaving the role as Team Manager, coaching more junior consultants and helping management.

Team manager and Product Owner for Fintech, Smart Refill (2018 - 2021)

Assignment: At Smart Refill, Fredrik led an eight-person development team creating mobile applications for fintech clients. As a team manager, Fredrik was responsible for employee wellbeing, coaching, salary audits etc. His role as Product owner involved project management and client communications, ensuring delivery aligned with client expectations for timelines and functionality.

Objective: Transition from traditional project management to more agile principles, incorporating shorter feedback loops and lead times to enable continuous delivery while modernizing the product platform. Also, making sure to be an attractive workplace that employees loved and stayed at.

Benefits: Building strong client relationships and maintaining professional technical delivery was the primary goal. However, with a competitive job market, recruitment and retention of skilled developers were also crucial.

Technical Project Manager Digitalization, City of Helsingborg (2017 - 2018)

Assignment: Initiate, plan, and implement digitalization initiatives within the Welfare Administration at the City of Helsingborg.

Objective: Fredrik was part of a small team tasked with identifying needs and implementing improvement projects, primarily in digitalization for care and welfare. This involved process mapping, implementing RPA for automated case management, and drafting functional and technical requirements for keyless lock procurement in home care.

Benefits: Fredrik and his colleagues identified areas for efficiency improvements, allowing care staff and case managers more time to focus on core activities—meeting people and providing the care and support they deserve.

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Product Owner IT Infrastructure, City of Västerås (2014 - 2017)

Assignment: As product owner Fredrik led the team responsible for delivering central IT services of Västerås City to all city departments, its 10 000 employees and 20 000 students.

Objective: Central services (such as file storage, IT workplace, communication, security, and authentication, among others) were procured, with Fredrik and his team responsible for requirements specification, follow-up, and collaboration with suppliers. Fredrik also led a network of IT strategists addressing issues, finding synergies, and creating standards to simplify future procurement and system implementations.

Benefits: By providing modern, documented IT services meeting multiple departments' needs, costs and time were reduced. Departments were given the time to focus on their own digitalization initiatives and could procure new system supports with more confidence and speed.

KNOWLEDGE AND EXPERIENCE SUMMARY

About Fredrik Sköld
- Born in 1983
- Resides in Klippan, Skåne
- Consultant since 2021

Other roles
- Systems technician, County Administrative Boards, 2009 - 2014
- Infantry Squad Leader, Swedish Armed Forces (Deployed abroad), 2007

Languages
- Swedish: Nativ,
- English: Fluent
- French: Basic

Certifications and Degrees
- Academic Degree: Bachelor's in Systems Science, 2007
- Certified IT Architect, DF Competence, 2017
- Certified Professional Scrum Product Owner, Scrum.org, 2024
- Certified Professional Scrum Master, Scrum.org, 2021
- ITIL Foundation Certification, BiTA Service Management, 2013

Other trainings and courses
- OKR Coach Master Class, IKEA, 2022
- System Management using PM3, 2012
- UGL (Group leadership), 2004
- Project Management, Mälardalen University, 2008

Technologies and Tools
- Jira and Confluence, Miro
- MS Office and similar
- Various Project Management tools
- System management and development using PM3