



CONSULTANTPROFILE [Sven Loevgren]

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SUMMARY:

- 14 Years of work experience - mainly in Project Management, Service Management, Problem Solving, Business Development (process / "best practical" strategies).
 - TIP/MiM throughout my IT background (The Spider in the Web)
 - ITIL v3, RUP, SCRUM, LEAN.
- Good knowledge in Business Development, Entrepreneurship.
- Good insight into procurements, budgeting and follow-up thereafter.
- Appreciated abilities as an instructor of worldwide business systems.
- General IT skills
 - Service Now, Racer, M3, AMOS, SAP.
 - MS, EXCELL (PHYTON – Exam April 2023)

I am positive and curious by nature and have a great interest in modern technology and how it can support and develop businesses. I am a true team leader with the ability to share with both customers, partners and colleagues, but also develop and learn from them. I like to make decisions and run activities to achieve agreed goals. I am more than convinced that with my "multitasking" background and my future vision, I can deliver you what you are looking for and that you can offer me a continued professional development.

It is my hope that you will find me as interesting as I find the service with you and that we can meet soon in a personal meeting.

MY WORK EXPERIENCE

SERVICE MANAGER

SCANDINAVIAN AIRLINES AB | JAN 2013–DEC 2021 | SOLNA HQ

Overall responsibility for the delivery of "SAS" IT systems and their constant development – to maintain a stable and competitive administration of aircraft maintenance (with regulatory requirements from aviation in all continents).



There are strict guidelines for being allowed to stay airborne, both in the East and in the West, so all deliveries of IT in project form, is heavily monitored by the highest authorities throughout the world due to. Safety for customers... in short: Project manager and Service management of IT in a hard-pressed environment of regulations due to people's security.

- I am responsible for the SLA of all IT systems related to aircraft maintenance.
 - Ground maintenance (Service and repair of the aircraft incl. supply chain/logistics)
 - Aviation (safe airborne traffic, as well as good airborne service to Customers and staff)
- I participate in all procurements and also sign agreements with partners to be involved and well-known with the SLAs that are behind the IT systems that concern aircraft maintenance.
- I have regular monthly 24/7 support MiM (Serious IT operational disruptions, previously called TIP) for the entire SAS company-even in addition to the aircraft maintenance area (Eg check-in and purchase of flight tickets etc.)
 - On average, during my years at SAS, I participated in MiM about 2 weeks a month – to build up a network of contacts with all departments and all "outsourcing" partners, as well as end users / customers.
- I participate in all major IT projects, for digitization of aircraft maintenance.
 - My most recent project manager assignment was about digitalization – to administer all safety equipment on board the entire SAS fleet (Which involves the entire SAS business... from Management, authorities, all staff and all SAS customers and partners).
- I train staff in the IT systems I manage and create user-friendly work instructions, which are kept up to date with all IT changes / updates that takes place in SAS missions.
 - The staff in these cases means: management, project members/colleagues, end users/workers for aircraft maintenance, as well as outsourcing partners and IT suppliers.

SYSTEM-MANAGEMENT

SCANDINAVIAN AIRLINES AB | AUG 2008- JAN 2013 | ARLANDA HQ

System Management – responsible for SAS IT systems in aircraft maintenance, with participation in major projects – but not as a project manager but rather involved as a specialist instead... this role is more of a specific "Teamplayer" role.

- I am part of a smaller team that takes care of the operation of the IT systems for ground and aviation maintenance and ensures that the systems are working and kept up to date.
 - My responsibility in this group is specifically the two largest systems, where the smaller (but equally important) IT systems are provided by the other team members.
- I participate in TIP (24/7 hotline for serious operational disruptions), monthly – to ensure that end users have a functioning IT system.
- I train the end users and team members in the systems and create relevant work instructions together with the team members.
- I participate in all shift management meetings at ground level (aeronautical engineers and aircraft maintenance logisticians) – where I instruct, get feedback, show statistics, and present how the IT systems are running and what SAS's vision and mission is regarding the overall administration systems.

PROJECTMEMBER

SCANDINAVIAN AIRLINES AB | AUGUST 2006 – AUGUST 2008 | ARLANDA AIRPORT



Loaned out and involved in a gigantic project, where SAS decided to replace the entire fleet's IT system for ground and aviation maintenance.

- I participate as a Specialist to approve and accept – on behalf of end users – that new IT systems work and are user-friendly/acceptable.
- I participate in system tests and create test matrices for other project members – to achieve a successful project delivery – with its deadline.
- I participate in project management meetings with SAS management to represent end-user opinions on new IT systems.

ENDUSER / SUPERUSER

SCANDINAVIAN AIRLINES AB | MAY 1998 – AUG 2006 | ARLANDA AIRPORT

Superuser for reporting the administration of aircraft maintenance in existing administration systems.

- I am an Aircraft mechanic and sheet metal worker with IT knowledge and therefore appointed as superuser, to assist other ground workers how to register maintenance in existing systems.

YOUR EDUCATION

- ITIL v3 / 2017. Certifierad via SAS partners.
 - Hired consulting company with authorized certification approval.
 - RUP / 2015. Certifierad via SAS partners.
 - Hired consulting company with authorized certification approval.
 - SCRUM / 2014. Certifierad via SAS partners.
 - Hired consulting company with authorized certification approval.
 - LEAN / 2013. Certifierad via SAS partners.
 - Hired consulting company with authorized certification approval.
 - MS / 2011. exam via SAS partners.
 - Hired consulting company with authorized certification approval.
 - ORACLE / 2008. examen via SAS partners.
 - Hired consulting company with authorized certification approval.
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YOUR LANGUAGES AND IT SKILLS

Language

- English (Mother tongue)
- English (fluent)
- Norwegian (basic, speech/writing/)
- Danish (basic, speech/writing/)
- Finnish (Can manage to make me understood)
- Portuguese (Can manage to make me understood)
- Arabic (Can manage to make me understood)

IT

- Microsoft Office
 - Excel
 - SQL
 - Service Now
 - Racer
 - SAP
 - M3, AURA, SPRING, MASTERS
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MORE ABOUT YOU

A Usually happy person with lots of humor, to make it easier for myself and those around me. I like to sing, and I am more than happy to do this regularly (on request – if I can choose the songs myself 😊)

I also like to cave into work, to develop in my innovative mind, but at the same time making sure to exist for my family (parenthood).