

# Urban Sandlund

Senior Project Leader · Delivery & Operations · Customer Success  
Luleå, Sweden · +46 70 524 65 84 · urban@sandlund.org

## PROFILE

Senior leader with extensive experience in people management, project delivery and customer-facing roles within industrial and technology-driven organizations. Known for building trust, driving execution and creating clarity in complex environments.

## PROFESSIONAL EXPERIENCE

### **2022 – 2025 · Mobilaris Industrial Solutions AB**

Customer Success Manager

- Customer ownership and key customer relations
- Responsibility for production of Mobilaris hardware products
- Sales support including customer meetings and quotation work
- Technical investigations and analyses (AI-supported)

### **2021 – 2022 · Epiroc**

Project Leader

- Delivery responsibility for customer projects
- Coordination between teams, customers and stakeholders
- Planning, execution and follow-up of project deliveries

### **2014 – 2021 · Mobilaris Mining and Civil Engineering AB**

Agile Coach · Project Leader · Service & Support Manager

- Agile coaching of development and delivery teams
- Project leadership and delivery responsibility
- Management of service and support operations
- Customer interaction and operational improvements

### **2010 – 2014 · Tieto**

Delivery Manager (People Manager)

- Line management with personnel responsibility
- Delivery ownership for GSM BTS projects
- Team development, coaching and performance management
- Resource planning and utilization optimization

### **2002 – 2009 · Tieto**

Line Manager (People Manager)

- Personnel responsibility and team leadership
- Project and delivery oversight
- Ensuring quality, performance, cost efficiency and customer satisfaction

### **1993 – 2002 · Ericsson AB**

Line Manager (People Manager)

- People management and leadership within the organization
- Responsible for deliveries from a customer perspective: quality, performance, competence, cost and security

**1985 – 1993 · Ericsson AB**

Software Developer

- Software design and development in telecom and defence systems

**EDUCATION**

BSc in Computer Science – University of Technology, Luleå, Sweden

**LANGUAGES**

Swedish – Native

English – Fluent