

Urban Sandlund

Senior Project Leader · Delivery & Operations · Customer Success
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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 · Mobiclarity Industrial Solutions AB

Customer Success Manager

- Customer ownership and key customer relations
- Responsibility for production of Mobiclarity 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 · Mobiclarity 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