|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| MariaHellström |

|  |  |
| --- | --- |
|  |  |
| 0708-871574 |  |
| speak2maria@hotmail.com |  |
| Maria Hellström |  |
|  |  |

 |

Maria has 25 years of experience of leading and implementing projects as a leader and as a consultant. Before taking on roles as Business area manager and CEO, Maria has a solid experience within project management, test and development of IT and business projects. With the business’ strategic goals in mind, Maria optimizes the workflow and process to create high customer satisfaction while supporting the organization to achieve their goals, if that is revenue, profitability, awareness or all of the above. As Maria assumes a large responsibility to drive implementation, she is known to run projects herself while procuring others.

Example of key roles:
**Transformation project management and implementation**: Maria has managed and implemented projects for IT systems and business improvements to create transformation for her own and customers organizations. The projects have been agile or run in a more traditional method. Maria will adjust her delivery to the company's delivery methods, or if there are none, she will use her own toolbox to create plans, follow-up and reports to the organization.
**Implementation of strategy:** to make the strategy understandable and implementable for to the organization is one of Maria’s core skills. Together with the organization she will identify and carve out projects that will run in parallel with the organization's day to day business, achieving high company performance as well as strategy implementation in a format that makes sense for the organization and the management.

**Management for hire**: when leadership is required within services, support or HR while recruitment is ongoing Maria can assure the good continuation of business and project implementation. With her many years of leadership experience Maria is up and running in the role in no time

# Competences and Abilities

|  |  |
| --- | --- |
| * Project management
* Implementation of strategy
* Management for hire
 | * High delivery pace
* Get things done
* Creates an engaged and enthusiastic team
 |

# Experience

### April 2022 -

## Tivenins Talanger / Founder/Consultant/ Stockholm

Selfemployed consultant with focus on customers in NGO and business

**Sällsynta fonden: April 2022 – August 2022**: For Sällsynta fonden, a foundation linked to Ågrenska that distributes funds to interdisciplinary researchers who try to make it easier for people with rare deasese. Maria joined the team to increase the financial resources in the business to ameliorate the business.

* Strategy to increase revenue
* Applied for project money from funds

**Telia Company: August 2022 – March 2023**: B2B Modernization Transformation in Norway: Telia Norway's business with a focus on corporate customers will make a major transformation to offer customers a better experience by becoming faster, more efficient and faster in the dialogue with customers. Maria leads the work to create synergies with what is done in Sweden and what Norway needs in its solution, which based on Safe methodology has created new ART, led transformation with analysis and implementation of Epics and Features. The transformation is set to:

* Reduced lead time for sales from 3 days to 1 hour
* Reduced delivery time for on-net deliveries from 15 to 5 days
* Increased customer satisfaction from 45% to 80%

**Telia Company: April 2023 – ongoing**: Common Process Manager for Authentication and Authorization. Modernizing the process to make sure customer only need to authenticate once when contacting Telia, creating a consistent omnichannel A&A experience, assuring a trustworthy Authorization process specifically in Attended channels

### March 2019 – March 2022

## Kvadrat Holding / CEO / Stockholm

Kvadrat is the large consulting company for self-employed consultants with the small overhead of employees. Maria’s task from the board was to set up the company for further growth and raise awareness about Kvadrat while creating structure in the organization. In addition to ongoing operations, Maria ran the following projects:

* Lead workshops with the board to create a new strategy, and streams for implementing the strategy. Maria led the Organization stream.
* Implementation of a new ERP-system (M-driven) and a new analytics tool (QlickView)
* Project managed business improvements related to consultant and employee survey
* Procured and implement a new system for employee pensions (Lifeplan)

Result:

* Increased consultant NPS from 45 till 74 and employee NPS from 25 to 64
* Launched four new business: Växjö, Borlänge, Tech Stockholm and Umeå
* Raised brand awareness for Kvadrat from 50% to 75%
* Ledd the world's biggest professional Virtual Reality conferences with 400 participants

### August 2014 – February 2019

## NetInsight / VP Services/COO / Stockholm, Florida

NetInsight produces media switches and is listed on the Swedish NASDAQ. During Maria’s time in NetInsight the company acquired ScheduALL in the US and launched a new product line Sye. Maria’s role in the executive team was to grow the services business, integrated ScheduALL and as COO create a People&Culture strategy. In addition to ongoing operations, Maria ran the following projects:

* Implement a new case handling system as part of the overall services growth strategy (Teamsupport)
* Project lead and implement a companywide Contingency plan
* Project lead procurement and implementation of a new licensing tool for the VA products (EMS)
* Business representative in the implementation of a new HR-system (Sympa)
* Lead the integration of the acquired US company into the NetInsight group
* Project manage employee redundancies as a consequence of cost reduction program

Result:

* Grew services revenues from 17% of companies total revenues to 35% of companies total revenues (while the company had a 335% CAGR)
* Reduced response times for ScheduaLL support tickets with 50%
* Improved customers satisfaction for ScheduALL from negative customer NPS to positive.
* Cost saving projects reduced costs with 13%

### August 2007 – July 2014

## Capgemini / Business Area Manager / Stockholm

Capgemini is a large European consulting company with a focus to digitize customers business in an efficient way. Maria worked as business area manager with budget responsibilities for customer revenues as well as consultant utilization. As part of running the business Maria held the following roles:

* Delivery responsible for Capgemini’s implementation assignment for Swedish Tax implementing the new Case handling system Tina.
* Delivery responsible for Capgemini’s maintenance and development proj3ct for Swedish Social Security's BI-system.
* Executive sponsor for Capgemini’s rewarded trainee program (the program won price for best trainee program 2012 and 2013)
* Leader for the local implementation of Capgemini groups People-program with the goal to cost efficiently raise employee engagement

Result:

* Raised business area profitability from 5% to 12%
* Full score of Employee engagement two years in a row.
* Recruited 50 graduates per year 2011, 2012 and 2013.

### August 1997 – July 2007

## Capgemini / Consultant and Consultant manager / Stockholm, Athen, Paris

Capgemini is a large European consulting company with a focus to digitize customers business in an efficient way. Maria worked for several years with the telecom billing system BSCS, and later moved on to lead the implementation of other telecom systems such as order management and network inventory. During this period Maria also worked as consultant manager and sales.

* Migration lead for new network inventory, migrating excel documented network sites into overall network inventory for Swedish telco (Cramer)
* Won and project led the pre-study for first IMS system at a French operator. (Ericsson IMS platform)
* Speaker at TMForum 2005 and 2006 about automatization of order management flow using efficient network inventory.
* SNPAC: Project manager for the implementation of number portability reference database in Sweden. System went live 1st of September 2001. (Oracle)
* 9Telecom: Y2K testing of billing system (BSCS)
* StetHellas: Team leader for migration and go-live project when migrating 3 million customers to new billing system (BSCS)
* NetOne: developed a new billing module for Zimbabwe's first mobile operator (BSCS)

# Education

### 2021 - 2022

## Leadership studies / Various universities

Leaderships studies within Strategic HR Management and Psychology and project methodology Safe

### 2011

## Ruter Dam / Stockholm

Leadership and networking program for women

### 2002 - 2008

## Bachelor of Literature / Linneuniversitetet

In parallel with travels to customers and parental leave

### 1992 -1997

## Master of Science computer engineering/ KTH/ENSIMAG, Stockholm/Grenoble

Master of computer science with two specialties: cognitive data science and mathematics. Fourth year as a Eramus student at ENSIMAG in Grenoble, France

# Spare time

Spare time is spent with my family which consists of my French husband and our children: Nora 16 years old and Nils 14 years old, and with our friends. We live on Stora Essingen in Stockholm. Holidays are spent in our summerhouse in Falkenberg on the Swedish West-coast, or at my parents in law on the French Atlantic coast. I run, and I find half-marathons to be a nice distance. Friluftsfrämjandet is an outdoor organization where I am involved as a leader as well as part of the regional board as vice Chairman. The rest of the time is used to read books and write letters.