

# Carl-Fredrik Johansson

Senior IT Manager with extensive expertise in IT leadership and digital transformation.

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## Background

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I am an experienced IT leader with a strong background in digital transformation, strategy, and change management. I have led technical initiatives and driven the development of customer interfaces, APIs, and internal systems to enhance user experiences and create business value. By fostering strong teams and cross-functional collaboration, I have ensured that technical solutions align with business objectives and drive future growth.

In my current role at GlobalConnect, I lead a team consisting of product owners, solution architects, UX designers, and system developers. The team focuses on optimizing customer portals and digital interfaces for B2B and B2C segments. Previously, I led the development team for Pan-Nordic Preparation & Rollout B2C IT, where a portal and several applications were developed for both internal and external users to support fiber rollout operations.

As an Application Manager IT, I was responsible for the development of applications within the ArcGIS platform as well as FME applications. I also have experience as a Technical Coordinator at byNet and as a technician at Celab Communications, where I worked with technical support and troubleshooting. These roles have given me a broad understanding of both operational processes and the strategic aspects of IT development.

I have furthered my education in leadership and agile project management. In my spare time, I run technical projects in smart homes, networking, and server solutions.

## Key Competencies

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- Team Management & Coaching: Leading internal teams and consultants with a focus on competence development and delivery quality.
- Stakeholder Management: Collaborating with customers, product owners, and other stakeholders to ensure business value.
- IT Strategy & Digital Transformation: Experience in working with digital initiatives and IT-related improvements. Interest in optimizing IT landscapes and supporting innovation.
- Technical Project Management: Experience in supporting and contributing to projects from ideation to delivery in both small and large organizations. Used to working in project-based environments and collaborating with various stakeholders.
- Budget & Resource Planning: Managing IT budgets, cost control, and resource allocation.
- Agile leadership, integration strategies, change management, and customized solutions.

## **Selected Assignments**

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### **2024.04 – Present | GlobalConnect – Senior Manager, Head of Customer Interfaces IT**

In this role, I lead the development and optimization of customer interfaces, including portals and APIs, for both B2C and B2B segments. My main focus is to ensure delivery according to the roadmap and business needs within budget while maintaining full compliance regarding security and system decommissioning plans. I also have a clear responsibility for controlling and optimizing OPEX costs.

A central part of my work is translating business needs and strategic goals for the team. I ensure they understand the bigger picture and can deliver high-quality results. I work strategically with roadmap planning and maintain close dialogue with stakeholders, including the Head of Country for B2C and department heads for B2B, where we continuously discuss progress and future initiatives. I am also responsible for data procurement vendors.

My team consists of both employees and consultants, including solution architects, product owners, UX designers, and developers. I have full budget responsibility for the department and actively work to create a high-performing and motivated work environment.

### **2023.04 – 2024.04 | GlobalConnect – Senior Manager, Pan-Nordic Preparation & Rollout B2C IT, acting OSS Sweden IT**

Promoted from the Manager role. As a Senior Manager, I led two development teams consisting of both employees and consultants, including solution architects, product owners, UX designers, and developers. One of my key goals was to increase the proportion of employees in the teams to at least 50%, which we successfully achieved. At the same time, I actively worked to strengthen the team culture and improve the Peakon score, which we raised to 8.6 (above the target of 8.0).

I contributed strategically by recruiting and coaching the right competencies and creating a positive and high-performing work environment. I drove several recruitment processes and used my ability to build cohesive and motivated teams. Additionally, I was responsible for data procurement vendors and had full budget responsibility for the department.

### **2022.02 – 2023.04 | GlobalConnect – Manager, Pan-Nordic Preparation & Rollout B2C IT, acting OSS Sweden IT**

### **2018.02 – 2022.02 | GlobalConnect – Application Manager IT**

As an Application Manager, I was responsible for directing and distributing work within the team. We managed business requests, estimated efforts, and allowed the business to prioritize initiatives. I worked similarly to a product owner and drove work according to the Scrum methodology, including sprints, sprint planning, backlog refinement, and retrospectives.

Our main goal was to take over and further develop a GIS and FME platform that initially started as a project. We successfully transformed it into a stable and well-integrated platform, further developing multiple applications to meet business needs.

I contributed by maintaining an ongoing dialogue with the business to understand and translate their needs into effective IT solutions. Additionally, I identified new cost-effective solutions and was responsible for all supplier communication regarding data purchases. The team consisted of GIS specialists, a solution architect, and developers.

### **2016.09 – 2018.02 | byNet – Technical Coordinator**

Responsible for documentation, procedures, and IT system management. Led technical initiatives to improve processes and ensure efficient IT operations.

## **Employment History**

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2018 – Present | GlobalConnect

2016 – 2018 | byNet (subsidiary of IP-Only, which later also became GlobalConnect)

2011 – 2016 | Celab Communications

2009 – 2011 | Eltel Networks

2005 – 2009 | Volvo Cars

## **Language Skills**

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Swedish – Native

English – Fluent in both speech and writing

## **Education, Certifications, and Courses**

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**Gothenburg Technical College** 2015 – 2017, Vocational Degree in Supply Chain Logistics

**High School** 2001 – 2004, Polhemsgymnasiet Mathematics and Computer Science

**Agile Project Management and Communication** – 2020

Standalone course at Gothenburg Technical College

**Leadership Training** – 2022

Training through GlobalConnect conducted at Framfot Training Center in Stockholm

**Internal Leadership Training** – 2017

Leadership training arranged by IP-Only for future leaders