

Pär Sköld

Product Owner | Team Leader | Business Architect | CSM/BRM

par.skold@gmail.com

+46 (0) 708 47 57 84



CORE COMPETENCE

- IT Service/ServiceNow Product Owner, business architect and Service Manager
- Team Leadership, coaching and teambuilding
- Aligning IT Service and delivery to Business Strategy and demand

- DevOps Agile Methodology and Project Management
- Stakeholder Relations
- Communications
- GDPR, DORA and IT Security

ABOUT PÄR

“As an experienced service manager with a proven track record of leading high-performing teams and delivering successful projects, Pär can drive business value and inspire change within organizations.”

“Pär is an excellent communicator and fits well in a team driving change, no matter if it is Business or IT driven. “

WORK EXPERIENCE

- ServiceNow ITSM Business Architect at Region Skåne since late 2024. I support core processes helping them evolve and adopt to the changing organization needs ensuring each process target value as driver for change. ServiceNow is providing tool support as chosen ITSM platform but real progress is driven by people engagement.
- Business Technology Manager at Sofigate, 2018 - 2024; Successfully led and managed teams and projects of various sizes and complexity across multiple business areas, ensuring delivery of quality services and results on-time and within budget. Focus on providing sales, development and support for larger platforms/shared ERP (ServiceNow) services.
- Danish Global Transport Company 2023-2024; Team lead for ServiceNow application Support, ITSM platform. Leading Support team for 3d level support/Incident handling and development for specific services. Adopting Services and ServiceNow platform to specific business processes.
- Ikano Bank AB 2022-2023; Product Owner ServiceNow, Leading stakeholder and demand management initiatives, identifying and prioritizing business needs and aligning ServiceNow services to meet those needs. Service Delivery Manager including Team Leadership for DevOps.
- Ikano Bank AB 2020 -2022; Scrum Master Coaching and developing teams, fostering a positive work environment, and promoting professional growth. Managed and oversaw ServiceNow implementations, ensuring optimal service delivery to customers.
- IT Consultant (Owner), 2017-2018; Successfully managed organizational changes and implemented security measures, ensuring compliance with regulations and standards.

- Security Officer (Manager) at Ikano Bank AB, 2015-2017; Led the implementation of security processes and policies, ensuring compliance with ISO27001 standards. Successfully managed incidents, mitigating risk and minimizing risk impact to business.
- Ikano Bank SE, 2011-2015; Various functions: Office Relocation Responsible, Local Support; Successfully managed office relocation and IT support function development, ensuring minimal impact to business operations; Implementation of identity and access management policies, ensuring the protection of sensitive data.
- Consultant at H&M (own firm), 2010-2011; Provided IT support, 1st and 2nd Line, audits on identity and access management processes.
- IT Consultant (own firm), 2008-2010; Payments IT Administrator at Handelsbanken IT, Managed SWIFT payments IT administration and platform updates.
- SEB IT (consultant, own firm 1997-2008); Back Office IT Support Team Lead at SEB; back-office IT support team Lead. Successfully managed office relocation and transfer of service between SEB IT and Merchant Bank IT.

EDUCATION

- Prince2; Project management, foundations, ongoing, 2023-2024
- Ikano Bank AB, SAFe Development and Adopted SCRUM Master, 2021
- Sofigate; CIMP, Certified IT Management Professional, 2020
- Sofigate; ServiceNow Administrator, 2018
- Firebrand; ISO 27001 Lead Implementer, PECB: ISLI1028495-2018-03
- Firebrand; CDPO, Certified Data Protection Officer, GDPR compliance and implementation, PECB: DPCDPO1028495-2018-04
- IHM Business School, Certified IHM Project Manager, 2017
- IHM Business School Developing Leadership, Certificate IHM UL, 2017
- ITIL Foundation V3, Certificate, 2011

LANGUAGE SKILLS

- Swedish – native
- English – excellent (business and social)
- Danish – good
- German – basic