



Staffan Moberg

Operations Leadership | Customer Experience | Service Delivery Optimization

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PROFESSIONAL SUMMARY

Operations and Customer Experience Leader with 15+ years of experience in service delivery, workflow optimization, customer support, complaints management, and multi-site operations. Directing global service delivery, customer experience initiatives, and high-performing back-office teams. Tech & AI-savvy professional adept at leveraging digital tools to optimize workflows, scale remote operations across the EU, and drive process efficiency while maintaining peak team engagement and performance. Available for full-time remote roles aligned with CET/EET business hours.

PROFESSIONAL EXPERIENCE

Customer Support Specialist (2nd Line / Back Office)

2023 –
Present

Teleperformance Greece / Chania, Greece

- **Elevated Resolution Efficiency:** Streamlined complex dispute and escalation workflows across phone, email, and chat, consistently delivering 98-100% CSAT scores.
- **Accelerated Career Progression:** Promoted to 2nd-line and back-office support within 12 months due to exceptional technical problem-solving and dedication to service quality.
- **Optimised Process Workflows:** Collaborated cross-functionally to refine internal back-office workflows, removing key bottlenecks and reducing overall case-handling times.
- **Spearheaded Cross-Functional Collaboration:** Acted as the core liaison for high-priority escalations, bridging front-line agents and technical teams to ensure seamless resolution.

CORE COMPETENCIES

Operations Management

Process Design

CX Optimization

Service Delivery

Escalation Handling

Workflow Development

Efficiency Improvements

Team Leadership & Training

Cross-functional Coordination

Problem Solving at Scale

Data Awareness

P&L Accountability

SKILLS & TOOLS

Freshdesk

CS Portal

ERP: Navision

ChatGPT

Workflow Automation

Basic SQL

Manus AI

LANGUAGES

Swedish - Native

English - Professional proficiency

Dutch - Professional proficiency

Danish - Basic

Norwegian - Basic

Service & Complaints Manager Sweden

2018 – 2022

Kungsängen Produktion AB | Sweden

- **Built Departmental Architecture:** Established and scaled a brand-new regional service department from the ground up, structuring unified regional workflows.
- **Directed High-Volume Case Management:** Maintained full ownership and accountability for resolving over 3,200 complex logistics and product cases annually.
- **Streamlined Supply Chain:** Redesigned workflows for returns, logistics, and vendor relations, drastically increasing transparency and reducing cycle times.
- **Standardized Operations:** Developed and enforced strict operational guidelines to ensure consistent, high-quality service delivery across all Swedish markets.

Sales, Distribution & Regional Operations Manager

2018 – 2020

Kungsängen Produktion AB | Sweden

- **Managed Multi-Unit Operations:** Directed logistics and process execution across 13 distinct regions to maintain rigorous service standards and organizational alignment.
- **Led Staff Training & Development:** Spearheaded professional development programs for store managers and support teams on newly optimized distribution systems.
- **Enhanced Distribution Efficiency:** Restructured product distribution workflows, successfully minimizing shipping delays and operational overhead.

Salesrep, Assembler & Distribution Manager

2012 – 2018

Kungsängen Produktion AB | Sweden

- Responsible for preparation of new stores, including budgeting, sales, managing of staff and distribution.
- Changed routines for delivery in several areas of Sweden as well as trained new store managers and existing staff.

CERTIFICATIONS

Google AI Certifications

Design Prompts for Everyday Work Tasks
(Issued May 2026)

Introduction to AI (Issued May 2026)

ADDITIONAL EXPERIENCE

International project work (South America, South Africa) focusing on operations, logistics, and environmental project involvement.

SABBATICAL

September 2022 – September 2023 in Florence, Italy.

EDUCATION

High School Diploma
1989-1992:
Direction, Economics

EXECUTIVE ENTREPRENEURIAL LEADERSHIP

CEO & Business Owner

1999 – 2011

Retail Chains & B2B Telemarketing Partnerships / Sweden & Denmark

- **Strategic Growth & Scaling:** Scaled a regional retail network of 8 to 15+ retail storefronts across Sweden and Copenhagen, managing full profit and loss (P&L) accountability and accelerating revenue from SEK 3 million to SEK 6.5 million in 24 months.
- **Organizational Leadership:** Recruited, trained, and led a high-performing workforce of more than 50 employees, fostering a culture of ownership, strict operational discipline, and customer excellence.
- **B2B Partnership Development:** Structured and optimized complex B2B sales operations, including high-volume telemarketing campaigns and a strategic partnership with Vodafone.
- **International Trade Operations:** Managed end-to-end import, export, and distribution workflows across Denmark and France, ensuring regulatory compliance and supply chain efficiency.
- **Ultimate Ownership Mentality:** Built a versatile skill set in cash flow management, risk mitigation, and executive decision-making, driving long-term business sustainability and high adaptability.