



Eddie Sars

073 67 50 371 • eddie@eddiesars.com • 1989-10-17

Fredsborgsvägen 72, Åkersberga

<https://se.linkedin.com/in/eddiesars>

www.eddiesars.com

Relevant working experience

Service Retention Specialist, BMW Group Northern Europe AB

HT 2018 – Present

Product owner with responsibility to prioritise and lead implementation of system, processes and market activities that lead to increased loyalty. Close collaboration with HQ as well as the markets. My responsibility covers seven countries within northern Europe. This role also includes training of dealers, marketing as well as budget responsibility. What I enjoy most in this role is that it is a cross functional role which give me the possibilities to find synergies across departments and functions both internal and external.

Account Manager, Din Bil Sverige AB

HT 2016 – HT 2018

My main focus and responsibility in this role was to find new business opportunities as well as long term development with already existing customers. I devoted myself to business development with a focus on strategic development of the business. The role also contained marketing within my local district. In conjunction with the apply for new tax rules in Sweden during 2018 I played a central role to my customers in the strategic work of shaping their future car policies and environmental targets.

Service Manager, Din Bil Sverige AB

HT 2014 – HT 2016

My main responsibility as a Service Manager was to strategic steer our business towards our set goal where customer loyalty and satisfaction was my main day to day focus. I was responsible for the whole service process and was a leader to 38 employees. Together we worked towards the goal that the customer journey always should be in focus. The role was also included budget – and profit responsibility as well as working environment, safety and purchase. This required a wide network and good relations with suppliers and HQ.

Teamleader Service Advisors, Din Bil Sverige AB

HT 2011 – HT 2014

Operational responsibility for a group where my main duty was to coach and support The group to reach the company target in terms of profitability and customer satisfaction. I achieved good results which built a foundation to a promotion and increased responsibilities.

Education

Practical Project Management

HT 2018

Stockholms Universitet

Technical Project Management

HT 2018

Skövde Högskola

Performance Management Program

VT 2016 – VT 2017

Chosen by Din Bil AB's top management to participate in a development program IFL Executive Education vid Handelshögskolan i Stockholm

Certifierad Servicechef

VT 2015

Volkswagen Group Sverige AB

Framtidens Ledare

HT 2013

Volkswagen Group Sverige AB

Language & IT- Knowledge

Swedish (main language), English (business professional)

MS-office (advanced user), Visma (user)

Qlikview (user), Palett (user), C5/Pro(user)

Trello(user)

Other qualifications

Board member, Insamlingsstiftelsen Nanne Network

2012 – Present