

Andreas Hedman

Sales & Customer Service Leader



PROFILE

Experienced leader in sales and customer service with more than ten years of management experience in retail, department stores and service operations. Used to taking full responsibility for operations, staff, budget and results. Develops teams through present, steady leadership and combines business sense with a responsive, professional approach. Builds structure and long-term customer relationships that drive both satisfaction and sales.

CORE COMPETENCIES

- Leadership and team development
- Sales responsibility and results management
- Operations and staff planning
- Customer service and relationship building
- Change management and building structure
- Communication, written and spoken

EXPERIENCE

Field Support Agent

Aug 2024 – Aug 2025

BSH Home Appliances AB

- Central point of contact between technicians and customers.
- Planned and coordinated service cases for efficient handling.
- Strengthened customer satisfaction through clear communication and structured processes.

Outlet Store Manager

Feb 2022 – Jun 2024

BSH Home Appliances AB

- Full responsibility for store operations, sales and results.
- Developed online channels as a new route to sales.
- Led the daily work with a focus on professional customer service and profitability.

Taxi and Limousine Driver

2014 – 2022

Taxi Eliten Sverige

- Business-class service and safe customer experiences, route planning and efficient driving.

Department Store Manager

Feb 2011 – Dec 2012

NetOnNet AB

- Led daily operations and staff, goal-driven work and continuous improvement.

Station Manager

2000 – 2006

Shell Detaljist AB

- Responsible for operations, staffing, sales, safety routines and quality standards.

LANGUAGES

Swedish – native
English – very good level

OTHER

Microsoft Office
SAP (basic)
Driving licence B

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