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MARIE GUSTAVSSON



BUSINESS DEVELOPMENT – MANAGEMENT – LEADERSHIP

I have more than **20 years' experience** of being both a manager and a leader in different businesses in a variety of countries. I am known to have strong leadership skills and to make things happen. I have had full profit & loss responsibility with a turnover of **+102 M€** and leading teams up to **150 people**. One result I am proud of was when I together with my department reduced cost with **1 M€** within the time frame of **6 months** and kept the same high quality as before. Another achievement was when IKEA Sweden become the **world leader** in plant-based protein dishes.

Gustavum AB

Founder – Board member – Consult www.gustavum.se

2019/12 – Present

IKEA Svenska Försäljnings AB

Country Commercial Food Manager

Main responsibility to increase growth for the **20 IKEA stores** in Sweden and to secure a sustainable focus. **Urban Farming** and **Plant-based** protein dishes. Responsible for a turnover **102 M€**.

017/02 – 2019/12
Helsingborg, Sweden

IKEA B.V.

Customer Relations Manager

Responsible to build and retain long lasting relationships with new and existing **customers** and exceed their **expectations** throughout their entire shopping experience in different channels. Responsible for **150 co-workers**.

2015/08 – 2017/01
Croydon, London,
United Kingdom

IKEA B.V.

Customer Relations Manager

Responsible to build and retain **long lasting relationships** with new and existing customers and exceed their expectations throughout their entire shopping experience in different channels. Responsible for **140 co-workers**.

2014/11 – 2015/07
Amsterdam, Netherland

Inter IKEA System B.V.

Customer Relations Manager

Responsible to identify development activities with purpose to improve **customer experience** in all "Touch Points". Responsible to implement a new cash system in the store. To be the **change coordinator and change driver**. Responsible for **140 co-workers** and related investments.

2012/02 – 2014/11
Delft,
Netherland

IKEA AB

Unit Manager Recruitment & Support

Responsible to optimize and streamline the process and lower the cost with **50%** with a time frame of **six months** and to secure the same level of quality. I completed the change successfully within the timeframe and saved approximately **1 M€**. Responsible for **24 co-workers** divided into two different teams.

2008/08 – 2012/01
Älmhult, Sweden

Samhall AB

Manager

Responsible for **40 co-workers** divided into different assignment and cities. Purpose to develop and strengthening each individual through work to be able to work on the open label market. I turned around minus profit to **healthy result**.

2006/01 – 2008/07
Älmhult, Sweden

SVT

Manager assistant/team Manager

Manager assistant technical department and team leader for the **economic** department and **coordinator** for the news department.

1999/01 – 2005/12
Stockholm, Sweden

Samhall AB

Manager

Responsible for Startup new businesses within external companies. **Established projects, calculations, recruitments** and **implementations**.

1988/01 – 1990/07
Stockholm, Sweden



- Swedish
- English



- Board member
- Selected female Board



Universitetskurser

- Economics
- Informatics (systems science)
- Political science
- Organizational psychology
- English
- Diplomate Informatory

Fristående kurser

- Certified Board member
- Leadership program
- Facilitating leadership
- Sustainable leadership
- Democratic leadership
- Development/Group/Leadership
- Negotiation