



STRENGTHS

- 25+ years in digital platforms, connected systems, SCADA environments, and real-time, data-driven solutions, combining deep industrial domain expertise with applied AI understanding
- Strong customer and value focus, identifying user needs, operational pains, and business challenges, and translating them into feasible digital platforms and AI-enabled solutions in complex operational and mission-critical environments
- Experienced in product-adjacent work, supporting requirements definition, prioritisation discussions, feasibility assessment, stakeholder alignment, and solution direction across industrial and digital platform environments
- Strong communicator across business, product, engineering, operations, and customer stakeholders, making complex technology, constraints, and trade-offs understandable and actionable
- Informal leader and mentor, strengthening solution design, system integration thinking, platform capabilities, scalability, maintainability, and delivery quality

Core SKILLS

Product & Strategy:

- Product Management
- Product Strategy
- B2B enterprise platforms
- Requirements engineering/prioritization
- Stakeholder Alignment
- Product lifecycle thinking
- Business model design

Discovery UX:

- Product Discovery
- Wireframing
- Figma Prototyping
- Usability evaluation

AI & Data:

- AI limitations & trade-offs
- Time-series forecasting
- Data-driven decision support
- GenAI / LLMs & RAG, Graph RAG
- Predictive analytics
- Applied machine learning
- Deep Learning

Platforms & Domain:

- Industrial digital platforms (SCADA / BMS / EMS)
- Connected systems (PLC / IoT / IIoT)
- Industrial communication protocols
- Real-time monitoring and control systems
- Building automation & energy systems

Rickard Sörlin

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Bridging business, industrial operations, technology, and AI to turn real-world challenges into scalable digital platform products.

SUMMARY

Product-oriented B2B industrial digital platform professional with 25+ years of experience across BMS/HVAC, SCADA, IoT/IIoT, energy systems, connected systems, and complex real-time environments. Combines deep operational domain expertise with applied AI and product management capabilities to identify high-value user problems, translate operational needs into requirements and product opportunities, and shape technically feasible, scalable solutions.

Experienced in bridging field reality, customer needs, operational data, platform capabilities, engineering constraints, and AI/data teams, providing requirements, prioritisation input, and technical-commercial trade-off insight. Recent postgraduate studies in AI, product management, requirements, strategy, and innovation complement extensive real-world experience working across customers, operations, engineering, Product Owners, R&D, and business stakeholders.

AI & Platform Projects

Multi-Agent AI Decision Support for Smart Building Platforms | BTH

Designed a multi-agent AI decision support concept for smart building and energy systems, translating real operator needs into platform capabilities for troubleshooting, root-cause analysis and energy optimisation.

- Identified user problems around limited system visibility, manual troubleshooting and fragmented operational knowledge.
- Designed a planner-based multi-agent architecture with six specialised agents for data retrieval, tool use and grounded answer generation.
- Connected user needs, data availability, technical feasibility and operational value into a scalable AI-enabled platform concept.

Technical context: LangGraph, LangChain, LangSmith, OpenAI/Anthropic APIs, GraphRAG, knowledge graphs, time-series data, ontology-based context.

AI-Powered Troubleshooting Assistant (Mälardalens Industrial Technology Center (MITC))

Explored how an AI-enabled assistant could reduce downtime in industrial environments by translating machine signals, alarms, and documentation into actionable insights.

- Conducted discovery interviews with operators and testbed teams to understand workflows and identify key pain points
- Defined and validated the core problem: dependency on specialist knowledge during incidents
- Designed and prototyped an AI assistant providing root-cause insights and step-by-step guidance
- Evaluated usability and user value through real-world testing with industrial partners
- Demonstrated how AI-supported decision guidance enabled faster incident resolution and reduced reliance on specialists

Technical context: RAG-based architecture, OPC UA integration, industrial control systems

Uncertainty-Aware 48-hour Wind Power Forecasting (Thesis MDU & Electrification Hub).

Explored how AI-driven forecasting supports decision-making under uncertainty in energy systems.

- Identified decision-making under uncertainty as a key challenge for energy planning and operations
- Developed a data-driven forecasting solution using real-world wind and weather data
- Delivered probabilistic forecasts supporting planning, optimization, and flexibility scenarios
- Demonstrated how uncertainty-aware forecasts enable improved planning, load balancing, and energy optimization

Technical context: Temporal Fusion Transformer with probabilistic forecasting

EXPERIENCE

Senior Technical Advisor - Digital Platforms (Schneider Electric)

2020 - 2025

Connected customer and operational needs with digital platform capabilities, technical feasibility, delivery reality, and business value across SCADA, HVAC, IoT, building automation, energy, and mission-critical environments.

- Drove technical discovery and solution definition for complex digital platform initiatives, evaluating customer needs, operational constraints, platform capabilities, integration options, feasibility, and business value.
- Worked across customers, sales, engineering, and management to shape modernization solutions for mission-critical facilities, translating customer needs into alternative architectures and product options while balancing lifecycle risk, technical feasibility, cost, and commercial value.
- Translated customer, operational, and project needs into structured technical requirements and scalable solution designs.
- Held end-to-end technical ownership for complex digital platform solutions, driving technical decisions from problem definition and requirements through solution direction, integration, validation, and delivery.
- Influenced technical prioritisation, solution direction, product selection, and architectural trade-offs by balancing customer value, technical feasibility, integration risk, scalability, reliability, and operational constraints.
- Reduced delivery and lifecycle risk by identifying integration constraints, technical dependencies, and long-term consequences early and validating proposed solutions with stakeholders.
- Delivered mission-critical digital platform integrations across data-centre, pharmaceutical, and healthcare environments, including consolidating multiple systems into a unified HMI and edge-based architecture.
- Represented Schneider Electric in KTH Living Lab, contributing domain expertise and technical input on digital-platform capabilities for building energy efficiency.
- Mentored technical teams in platform capabilities, system integration, solution design, and technical constraints, improving consistency, scalability, maintainability, and delivery quality.

AI Frameworks & Tools:

- Python, PyTorch, Scikit-learn, LangChain, LangGraph, LangSmith, RAGAS

Data & Retrieval:

- SQL, NoSQL, GraphDB, Knowledge Graphs, Vector databases, retrieval

CERTIFICATION

University of Oxford

- AI Governance & Responsible AI
Stanford University Online
- Machine Learning Specialization
DeepLearning.AI
- Deep Learning Specialization

LANGUAGE

Swedish - Native

English - Proficient

Support Engineer – Digital Platforms (Schneider Electric)

2013 - 2020

National technical expert for Sweden working across customer environments, field engineers, Product Owners, Global Product Support, R&D and market teams, supporting Schneider Electric's digital building and industrial platforms across SCADA, automation, energy and connected system environments.

- Translated recurring issues and real-world usage patterns into structured product feedback, enhancement proposals and usability improvement input for EcoStruxureWare platform development.
- Acted as a key interface between customer operations, field engineers, market organisation, product development and internal stakeholders, supporting feedback loops that improved platform usability, adoption and market fit.
- Submitted and justified enhancement proposals based on customer impact, business value and market needs, contributing to continuous platform improvement and roadmap-relevant input.
- Owned the development of a reusable HVAC deviation-management capability for the market organisation, combining deviation detection, alarms, logging, and visualisation to turn operational data into actionable insights, support troubleshooting and energy optimisation, and enable consistent deployment across customer systems.
- Supported platform lifecycle and adoption readiness through release validation, defect identification, deployment readiness and controlled rollout risk assessments with engineering and product stakeholders.
- Co-developed digital support tools and troubleshooting workflows with market organisation and engineering teams to improve engineer productivity, knowledge sharing and platform adoption.
- Collaborated with R&D as quality tester for EcoStruxureWare Building Operation, identifying defects, validating functionality and supporting platform improvement.
- Collaborated with Product Owners and development teams to validate feasibility, usability improvements and architectural consistency across digital platform and connected system environments.
- Built deep understanding of user workflows, system usage, operational constraints and recurring failure patterns across customer environments, informing platform improvements and product decisions.
- Supported field engineers, service teams and customers in resolving complex issues across real-time monitoring, SCADA and connected systems environments, helping protect uptime and operational continuity.

Project Engineer – Digital Platforms (Schneider Electric)

2003 - 2013

Delivered and implemented digital platform and connected system solutions in close collaboration with customers and operational teams, building a foundation in how industrial systems and digital platforms create value in real-world usage.

- Project Management of Smaller Projects
- Gathered and translated user and operational needs into implementation-ready configurations and system designs, supporting reliability, usability and long-term maintainability.
- Built practical understanding of user workflows, operational constraints and integration challenges across real-time building automation and industrial environments.
- Programmed, commissioned and integrated digital platform and automation solutions with project teams and customer stakeholders in real-world operational environments.
- Owned end-to-end implementation of building automation solutions, including configuration, commissioning, documentation, testing and operational handover.
- Delivered connected system solutions in collaboration with property managers, operations technicians, facility teams, project managers and end users in building automation, energy and industrial environments.
- Collaborated with R&D as quality tester for EcoStruxureWare Building Operation, identifying defects, validating functionality and supporting platform improvement.
- Participated in a local technology network to strengthen engineering capability, knowledge sharing and adoption of new platform functionality.
- Mentored technical teams on platform capabilities, integration patterns and scalable solution design, improving consistency, maintainability and alignment between architecture, delivery and operational needs.

EDUCATION

Postgraduate Studies in Product Management, Strategy & Industrial Economics

2025 - 2026

Blekinge Institute of Technology

Courses: Product Management & Portfolio Strategy, Strategy & Business Models, Leadership, Product Requirement Management, Agile Process & Project Management

Postgraduate Studies in Innovation Management (Advanced level)

2025 - 2026

University of Skövde

Courses: Innovation in practise

Postgraduate Specialisation in Artificial Intelligence (Advanced level)

Umeå University, Linköping University, Mälardalen University

Courses: Predictive Data Analytics, Natural Language Processing, Deep Learning for Industrial Imaging, Autonomous Systems

Bachelor of Science in Computer Science Specialisation in Intelligent Systems

Mälardalen University (MDU), Sweden

Courses: Interaction Design, Deep Learning, Machine Learning (Advanced), Ethics, Artificial Intelligence 1 & 2, Statistics, Software Engineering for AI (agile development, user stories, backlog structuring, UML, requirements prioritisation),

IoT and Automation Upper Secondary School

Sjödals Gymnasium, Sweden