



## Contact

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## Profile Text

I'm an aspiring front-end developer with a passion for understanding users, currently studying Multimedia Design at Business Academy Aarhus. My ideal job is one I can feel passionate about - for me this is a job where my contributions help others and make a difference. I am a quick learner, enjoy taking responsibility for my work, and having good colleagues to discuss things with. My legal background has taught me to communicate well and work effectively in a professional environment. Throughout my working life, I have had the opportunity to deal with many clients/customers, and this has given me lots of experience in dealing with many different types of people.

## Education

- 2022 - Multimedia Design, Aarhus Business Academy, Denmark
- 2008-09 Postgraduate Diploma in Legal Practice, University of Aberdeen, Scotland
- 2003-08 LLB Honours (Bachelor of Laws) and European Legal Studies with options in Accountancy  
Awarded 1<sup>st</sup> Class Honours, University of Aberdeen, Scotland
- 2005-06 Erasmus Exchange Programme, University of Aarhus, Denmark

## IT Competencies

- HTML, CSS, & JS
- Figma, FigJam, XD, Miro, Photoshop, Canva
- Microsoft office packages
- Zendesk, Trello, Slack

## Work Experience

2021-22 Maternity leave

2018-20 **Dagplejer**, Guest House, Hørning

Our focus was on creating an environment where the children felt safe and secure. Learning through play, learning throughout the whole day, and helping children to be self-sufficient were also important goals we worked with.

- completed a six-week course Dagplejer course.
- Guest House representative working on the strengthened pedagogical curriculum with Skanderborg kommune.

2016-17 Maternity leave

2015-16 **Quality and Compliance Manager, Europe, Trustpilot A/S – Copenhagen**

The Quality & Compliance team was an essential part of a larger Trust & Transparency unit.

- managed the European Compliance team in Copenhagen, with a focus on ensuring reported reviews met review guidelines, as well as fraud detection and enforcement.
- listened to and acted on feedback from my team members.
- worked closely with other departments, e.g., Legal, Communications, Product, Sales, Customer Success
- worked on special projects, e.g.
  - set up a new sub-team of “Investigators” within Compliance, with a focus on fighting fraud and enforcement of T&Cs
  - establishing a Compliance presence in the first US office when it opened
  - coordinated a project to remove an old feature. My role involved internal and external stakeholder communication, assigning operational tasks, and maintaining an overview.

2014-15 **Quality and Compliance Team Lead, UK market, Trustpilot A/S - Copenhagen**

- led a team of 7 people and handled escalated cases.
- selected for 2015 Talent Program
- held training sessions for other teams in the company's London office.
- provided input to the communications team regarding issues in the press when required.

2014 **Senior Quality and Compliance Agent, Trustpilot A/S - Copenhagen**

- more responsibility within the team, working with more complex cases and additional tasks.

2012 -14 **Customer Service Agent, Trustpilot A/S - Copenhagen**

- user support, business support, quality & compliance.

2009-11 **Trainee solicitor, Aberdein Considine & Company - Aberdeen**

- one year in the firm's busy litigation department, focusing on finance litigation and debt recovery.
- one year based in the conveyancing (property) department where last-minute problems occurred daily and had to be dealt with in a professional manner, always making sure the client was kept informed.
- court appearances.
- client meetings.

2007-09 **Property / Leasing Assistant, Aberdein Considine & Company - Aberdeen**

**Achievements / Volunteer activities**

- Selected for and took part in the Trustpilot Talent Program 2015
- Passed the Danish citizenship test.
- TEFL (Teaching English as a Foreign Language) – 50-hour course in 2010
- Part of the Charities Committee at University – took part in their annual “jailbreak” fundraiser.
- Summer 2003 – Group Leader looking after different groups of children for the duration of their stay at a summer camp in Canada.

**Languages**

English: native

Danish: passed Studieprøven, C1 level.

**Reference**

Elisabeth Poulsen, Leder i Dagplejen, elisabeth.poulsen@skanderborg.dk

