

Claire Bisgaard



Contact

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Profile

I recently completed my degree in Multimedia Design and am now pursuing a Bachelor's top-up in Digital Concept Development at Business Academy Aarhus. I'm passionate about understanding users and creating meaningful digital experiences that make a positive impact.

With a background in both design and law, I bring strong communication skills, adaptability, and a structured approach to problem-solving. My experience working with diverse clients has helped me collaborate effectively, adapt to different personalities, and build strong professional relationships. I thrive in environments where I can take responsibility, learn quickly, and work alongside great colleagues to create innovative and user-centered solutions.

Education

- 2024- Digital Concept Development, Business Academy Aarhus, Denmark
- 2022-24 Multimedia Design, Business Academy Aarhus, Denmark, grade 12
- 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 1st Class Honours, University of Aberdeen, Scotland
- 2005-06 Erasmus Exchange Programme, University of Aarhus, Denmark

IT Competencies

- Figma, FigJam, XD, Miro, Canva
- HTML, CSS, JS, React, Firebase, WordPress
- Zendesk, Trello, Slack, Microsoft office packages

Work Experience

- 2024 **Intern & Student Worker, Web & Marketing Team, Bankdata, Silkeborg**
Multimedia Design front-end internship (Jan - Mar) and following student worker job (Mar - June).
 - Internship project working with product comparison
 - Thesis project researching, designing, and building the front-end for an AI chatbot

2021-22 Maternity leave

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

We focused 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 important goals we worked with.

- completed a six-week Dagplejer course.
- Guest House rep 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 part of a larger Trust & Transparency unit.

- Managed the European Compliance team in Copenhagen and ensured that reported reviews met review guidelines. Worked with 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
- Projects included:
 - setting 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
 - co-ordinating the removal of 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.
- 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 professionally, always ensuring the client was kept informed.
- Court appearances and 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 – Volunteer Group Leader looking after children at a summer camp in Canada

Languages

English: Native speaker

Danish: Passed Studieprøven, C1 level

