

GABRIELLA FRANK FERM

CREATIVE PROBLEM-SOLVER WITH EXPERIENCE IN DESIGN, SERVICE, LEADERSHIP, AND SOFTWARE DEVELOPMENT

PORTFOLIO | GITHUB PROFILE

WORK EXPERIENCE

.NET / Full-Stack Developer, Internship (LIA 1)

InFiNetCode AB | Sep 2025 – Nov 2025

Technical development, team collaboration, UX mindset, structure, and logic.

Contributed to the development of the course platform Dojo in an agile team, built using Clean Architecture. Worked with ASP.NET Core, EF Core, C#, React, TypeScript, and Next.js. Implemented authentication using GitHub, Google, refresh tokens, and Identity, as well as API integrations between backend and frontend. I also implemented Stripe's payment solution and combined technical work with graphic design in Figma for the platform's interface.

Sales Associate

Mercus Yrkeskläder, Gothenburg | 2017 – present

Service, customer responsibility, quoting, relationship building, structure, and problem-solving.

Provided customer guidance within workwear, personal protective equipment, and branded products with a high level of service. Responsible for departments including footwear, decals, and PPE, as well as invoice approval and quotation work. Built and maintained long-term relationships with customers and suppliers. Managed purchasing, inventory handling, deliveries, and claims efficiently.

Acting Store Manager / Sales Associate

Mercus Yrkeskläder, Gothenburg | 2022 – 2023

Leadership, structure, customer focus, problem-solving, daily operations.

Led daily store operations and ensured targets and results were met. Responsible for maintaining stock levels, approving invoices, and leading the team.

Sales Associate

Grolls Yrkesbutik, Gothenburg | 2015 – 2017

Customer service, advisory work, inventory handling, responsibility.

Provided professional guidance within workwear and PPE. Responsible for departments such as branded clothing, leisure and safety footwear. Managed inventory, including incoming/outgoing deliveries and claims. Served as acting store manager for six months, including invoice approval responsibilities.

GF Design – Freelance Graphic Designer

Gothenburg | 2006 – 2016

Visual communication, project management, client relations, creative problem-solving.

Developed brand identities, logos, and websites with a focus on user experience and visual identity. Produced print materials including CD covers and brochures with high precision and creativity. Ran my own business and worked as a freelance graphic designer.

CONTACT DETAILS

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LinkedIn: [@GabriellaFrankFerm](#)

BACKGROUND

Versatile and solution-oriented with experience in graphic design, customer service, leadership, and .NET development. I thrive where creativity meets structure and where I can contribute to both people and processes. Open to roles within design, marketing, operations, coordination, and tech-adjacent work.

SKILLS

DESIGN & COMMUNICATION

- Graphic design, visual identity, UX mindset
- Adobe CC (Photoshop, Illustrator, InDesign), Figma, Canva
- Information design, visual hierarchy, user flows

TECHNOLOGY & DEVELOPMENT

- .NET, C#, SQL, React, TypeScript
- API integrations, Clean Architecture, RBAC, authentication
- HTML, CSS
- Visual Studio, VS Code, GitHub

SERVICE & LEADERSHIP

- Customer relations, advisory work, relationship building, quoting
- Team leadership, responsibility, conflict management
- Problem-solving, communication, collaboration

ORGANIZATION & STRUCTURE

- Coordination, administration, invoice handling
- Documentation, workflow structuring
- Business systems: Pyramid

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EDUCATION

System Developer – .NET

NBI-Handelsakademin, Gothenburg | 2024 – graduation June 2026

Ongoing education focused on .NET and APIs — Clean Architecture, OOP principles and design patterns, various web applications connected to different databases, and full-stack development using React and TypeScript.

Sales Training

Gothenburg | 2014 – 2015

Training in sales and service, including an eight-week internship at Grolls Yrkesbutik.

Advertising & Marketing

Gothenburg | 2003 – 2005

Two-year vocational program specializing in graphic design.

Internships: Kommando (Jan–Apr 2005) and MFX AB (May–Aug 2004)

Web Design & Graphic Production

Gothenburg | 2001 – 2 semesters

Web design, HTML, graphic production for web/print, and desktop publishing.

LANGUAGES

- Swedish (native)
- English (fluent)

COURSES

Computer Graphics Design | 2002 – 1 semester

Advanced studies in 3D modelling.

Advanced Media Production | 2002 – 1 semester

Studies in Flash, Director, Premiere, and Sound Forge.