

FREDERIK MEIZNER PETERSEN

RESUME

Computer science student with experience within process optimization, project management and communication.

Intermediate software developer eager to enhance his programming skills.

Solid record of accomplishment regarding customer service, sales and retention.

Hardworking, focused and engaged employee dedicated to teamwork, personal development and positive results. I enjoy breaking down complex issues and finding simple solutions.

I value virtues such as empathy, positivity and drive.

EDUCATION

Copenhagen School of Design and Technology

February 2020 – August 2022

AP Graduate, Computer Science

Roskilde Business College

January 2015 – August 2017

Business Administration, Economics and Management

BUSINESS EXPERIENCE

Out2Camp – Concept Manager

February 2020 – Now

Responsibilities:

- Further development of Out2Camp's campsite concept
- Acquisition of campsite concept partners
- Supporting external partners with their internal marketing related to our campsite concept
- Negotiations with business partners
- Creating and updating new and existing marketing material
- Customer service-related tasks
- A plethora of various ad hoc tasks

Telia Enterprise, VIP Enterprise, Business Support

September 2018 – September 2019

Responsibilities:

- Business support for large account clients ranging from 30-1000+ employees
- Handling and analysis of complex spreadsheets using SAS tools



CONTACT

+ 45 60 18 46 22

frederikmpetersen@gmail.com

2450, København SV

LANGUAGES

- **Danish:** Native language, fluent in spoken and written Danish
- **English:** Fluent in spoken and written English

PROGRAMMING LANGUAGES

- **Java:** Intermediate level, Spring framework
- **HTML/CSS:** Intermediate level, Thymeleaf
- **MySQL:** Intermediate level

VOLUNTARY WORK

- **Bo Vita:** Representative of the organizational board
- **Bo Vita, Engholmen Syd:** Alternate board member

REFERENCES

- **References:** Upon request

BUSINESS EXPERIENCE

- Calculating crediting and debiting amounts based on contracts
- Various project tasks (creating a new employee knowledge base, a new crediting/debiting IT-system etc.)
- Creating e-mail templates using HTML/CSS
- Optimizing e-mail communication
- Supporting internal account managers, project managers and product managers
- Advising clients and colleagues on optimized customer support flows and structure
- General customer service support

I gained familiarity with Telia Company's various internal CRM, billing, accounting, order handling and ERP (SAP) systems.

Call Me/Telia Company

Maj 2017 – September 2018

I gained familiarity with Telia Company's various internal CRM, billing, order handling and ERP (SAP) systems.

Service Team, Customer Consultant

Responsibilities:

- Acting intermediary between customer operations and logistics
- Processing of logistic based queries
- Advising customer consultants in delivery flows and available stock
- Reporting and processing of backorders
- Optimization of workflow and procedures
- Assisting marketing in presenting new campaigns to customer operations
- Advising marketing in possible logistical issues with new campaigns
- Credit evaluation regarding mobile installment-based hardware contracts
- Debt collection
- Proactive communication regarding subscription changes
- Retention

First Line, Customer Consultant

Responsibilities:

- Processing of customer service-related queries
- Sale of subscription-based services such as cellular, mobile broadband and various VAS
- Sale of hardware and insurance
- Technical support regarding network coverage, access points and general technical issues
- Advising customers regarding insurance cases, guarantee cases and fraud
- Billing adjustments

Result:

- Exceeding KPI expectations.