

Helle Fruergaard



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COMPETENCIES

Development:

- Bootstrap
- Sass/SCSS
- jQuery
- Next.js
- Tailwind CSS
- Node.js
- Express.js
- Flask
- Spring Boot
- MongoDB
- PostgreSQL
- MySQL
- SQLite
- Firebase
- Docker
- AWS
- Heroku
- Git
- GitHub/GitLab

HR, CRM, and Translation

- PeopleSoft
- Oracle HCM Cloud
- Salesforce
- Microsoft Dynamics CRM
- SAP CRM
- Oracle CRM
- Trados Studio

Interpersonal and soft skills

- Team Collaboration
- Problem-Solving
- Project Management
- Client Relationship Management
- Communication (Verbal and Written)
- Conflict Resolution
- Adaptability/Flexibility
- Time Management
- Cross-Cultural Communication

PROFILE

I bring a diverse background in HR, IT support, and translation/copywriting, with a strong focus on documentation and content creation. My experience has equipped me with a unique combination of customer service expertise, technical skills, and the ability to produce clear, accurate documentation. I am driven, fast-paced, and thrive under pressure, consistently meeting goals and delivering high-quality work.

I am highly skilled at creating documentation that requires communication and data collection across multiple departments. Writing software manuals and local work instructions has been a significant part of my previous roles. With a background in biology and chemistry, I have well-developed research skills and am comfortable using scientific terminology.

I also have experience with documentation in compliance with GMP during my time as a freelancer, as well as creating and testing leaflets for medicines for the EU market. This experience has deepened my understanding of regulatory requirements and reinforced my ability to work with highly technical content.

LINKEDIN

<https://www.linkedin.com/in/helle-fruergaard-577763112/>

EDUCATION

Web Development • NEXT, Copenhagen

2022 - 2024

Biologi/Chemistry • University of Southern Denmark

2013 - 2016

EMPLOYMENT HISTORY

Temporary Worker • PowerCare, Altid Vikar

2021 - Currently employed

Translator/Copywriter

2012 - 2018

- Transitioned to freelance work in 2011 as a translator and copywriter, leveraging previous professional experience and native English proficiency (U.S. citizen with dual citizenship).
- Specialized in high-quality translations and content creation, delivering work tailored to the needs of each client.
- Ranked as the #1 Danish translator and copywriter on Upwork.com and consistently placed in the top 5% of English language copywriters.
- Built a strong client base beyond Upwork, with PokerStars being one of the primary long-term clients.
- Delivered a wide range of copywriting and translation services for various industries, maintaining a focus on accuracy, tone, and cultural nuances.
- Worked on translations of scientific articles in the medical field, ensuring the precise communication of complex concepts, as well as translated user guides for various instruments, adapting content to be both technically accurate and user-friendly.

IT support agent • Icon communications

2011 - 2012

- Provided technical support for a new project with TI Education in Denmark, assisting with the installation and management of math software licenses in schools.
- Led project preparation, system rollout, and provided ongoing IT support post-launch to ensure smooth operation.
- Focused on the installation of group licenses for educational software, ensuring proper deployment across multiple schools.
- Delivered technical support to private clients, troubleshooting issues and ensuring software functionality.
- Collaborated with the project team to streamline processes and address technical challenges during and after rollout.

HR administrator/Team Lead • Accenture

2009 - 2011

- Started as an HR Administrator at Accenture and progressed to a Team Lead role, supporting the Scandinavian region.
- Conducted work shadowing and played a key role in preparing for and executing system rollouts.
- Managed HR tasks and provided post-rollout support to ensure seamless system adoption.
- Served as a Super User for both Oracle and PeopleSoft, assisting with troubleshooting and system adoption across the HR teams.
- Led process improvement initiatives, contributing to more efficient HR operations and system workflows.
- Supported system integration projects, ensuring smooth collaboration between multiple teams and systems.
- Provided ongoing training and support to HR teams across multiple countries, ensuring effective use of HR systems and tools.

Personal Assistant to Senior Executive (Family Business Support) • Maersk

2006 - 2009

- Assisted in preparing materials for seminars and events, including organizing logistics, creating presentations, and coordinating travel arrangements.
- Attended seminars in Burma, Thailand, and Singapore, gaining exposure to international business practices and corporate environments, particularly in the logistics and shipping industry (Maersk).
- Managed calendar scheduling and provided administrative support, helping with time management and daily tasks for a senior executive.
- Gained experience in business travel coordination and event execution, developing skills in attention to detail, planning, and communication.
- Collaborated with other team members on project preparation, supporting both local and international business operations.