

# Helle Fruergaard



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## COMPETENCIES

### Development:

- Bootstrap
- Sass/SCSS
- jQuery
- Next.js
- Tailwind CSS
- Node.js
- Express.js
- Flask
- MongoDB
- PostgreSQL
- MySQL
- SQLite
- Firebase
- AWS

### 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

## PROFILE

I bring a diverse background in HR, IT support, and translating/copywriting, offering a unique combination of customer service expertise and strong IT skills.

Over the past few years, I have worked as a temp across various facilities while studying web development, which has enhanced my adaptability and allowed me to apply and expand the skills I've developed in previous roles.

I am driven, fast-paced, and thrive under pressure, consistently meeting goals and delivering high-quality work.

## LINKEDIN

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

## PORTFOLIO

<https://hellefruergaard.onrender.com/>

## 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).
- 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.

### **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.

### **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.