

HELLE FRUERGAAARD

TECHNICAL SUPPORT SPECIALIST

CONTACT

29 66 40 77

hellefruergaardh@gmail.com

Copenhagen, Denmark

[Helle Fruergaard | LinkedIn](#)

[Portfolio | Render.com](#)

EDUCATION

Biology/Chemistry

University of Southern

Denmark, Odense

2020

Web Development

NEXT, Copenhagen

2023

TECHNICAL SKILLS

Programming Languages:

JavaScript

SQL

PHP

Web Development:

React

Node.js

Express

CSS/SCSS

Cloud & DevOps:

Microsoft

Azure

AWS

Docker

CI/CD

SUMMARY

I'm a skilled IT and technical support specialist with extensive experience troubleshooting both hardware and software. Having worked with companies like Texas Instruments, Accenture, and Unilever, I excel in project management, customer service, as well as the technical side of things.

As a full-stack developer, I bring a unique perspective that helps bridge the gap between development and support. Strong communication and teamwork are at the core of my approach, and I am great at adapting to new environments and systems.

PROFESSIONAL EXPERIENCE

Technical Support Specialist

Sentispec, Aarhus | 2024 – 2025

In my current role at Sentispec, I focus on customer success management and technical support, ensuring seamless client experiences and issue resolution. I regularly participate in client meetings to address their needs and foster strong relationships. I participate in the management of various projects, overseeing workflows and ensuring smooth execution within a small team.

In addition to my role, I independently developed **Sentispec.ai**, applying my skills in frontend development. Due to lower customer activity, my role has transitioned to part-time, and I am now seeking full-time opportunities where I can continue leveraging my experience in customer success, project management, and technical support.

- Manage client meetings and provide tailored technical support to ensure customer satisfaction.
- Oversee project management, coordinating tasks and ensuring timely and efficient delivery.
- Developed Sentispec.ai independently, enhancing my technical skills while balancing work responsibilities.
- Planning and development of a customer portal

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## Temporary worker

Moment, Altid Vikar, PowerCare, Copenhagen | 2020 – 2020

## Translator/Copywriter

Freelance, Prague | 2013 – 2017

Transitioned to freelance translation and copywriting, utilizing native English proficiency and professional experience. Ranked as the #1 Danish translator on Upwork, consistently in the top 5% for English copywriting. Developed long-term relationships with major clients like PokerStars.

- Ranked as the top Danish translator and copywriter on Upwork.
- Consistently placed in the top 5% of English language copywriters.
- Built a strong client base.

## Technical Support Specialist

Icon Communications, Prague | 2011 – 2013

Managed a project for TI Education in Denmark, overseeing the installation and deployment of math software licenses in schools. Coordinated system rollouts and provided post-launch IT support to ensure ongoing success. Built strong relationships with clients to ensure smooth project execution.

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## HR Administrator/Team Lead

Accenture, Denmark | 2008 – 2012

Led the work shadowing process in Sweden, gathering information to create work instructions and documentation for new system rollouts. Managed the implementation of Oracle and PeopleSoft systems for Unilever, collaborating with cross-functional teams. Played a key role in the migration of HR systems across regions.

- Managed the creation of documentation and system rollouts for Unilever.
- Coordinated system migrations and post-launch support across teams.
- Acted as the main point of contact between Accenture and Unilever for HR support.

## Personal Assistant to Senior Executive (Family Business Support)

Maersk, Singapore | 2006 – 2009

- Assisted in preparing materials for seminars and events for Maersk in Singapore, 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.