



Jeanett Kestner Melsom

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📍 Wilhelmsmyrvegen 7D, Trondheim, 7088, Norway

☎ 96006006

Details

Driving license

B AUT

Nationality

Norwegian

Date of birth

16.12.96

Profile

Versatile in technology and creativity with strong customer service skills. Design enthusiast and animal lover. Certified lash technician. Frontend developer with ambitions to become a Fullstack developer.

Skills

Decision Making

Creativity

Ability to Work Under Pressure

Ability to Multitask

Communication

Customer Service

CSS3

Javascript

Github

API

Unit tests and e2e testing

Git

Responsive webdesign

Scrum, Kanban and standup's

Social media

Adobe After Effects

Adobe InDesign

Volume eyelash extensions

Critical thinking and problem solving

Communication Skills

Adaptability

Fast Learner

Ability to Work in a Team

Microsoft Office

HTML5

some React og Node.js, currently learning

Wordpress

CMS

Cypress testing

Bootstrap, Bulma, and some Tailwind CSS Framework

UX design, Figma prototyping, focus on accessability for everyone

Salesforce

Adobe Photoshop

Adobe Premiere

Classic eyelash extensions

Links

[Portfolio](#)

[Github](#)

[LinkedIn](#)

Employment History

Studio Producer, NRK Super, Skolefri Live, Oslo

April 2016 — June 2016

Internship, co-producer in the studio, and audio editing.

IT-Consultant, Webhelp Nordic, Oslo

April 2017 — July 2018

Employed at Webhelp Nordic as a customer advisor and IT consultant over the phone for English and Norwegian customers.

IT-Consultant, Phonect AS, Oslo

August 2018 — August 2020

Employed at Phonect AS as an IT consultant and customer service consultant. Also responsible for handling written matters, invoices, and complaints.

Customer service, IKEA, Sandvika

February 2021 — January 2022

Worked in technical customer service over the phone, chat, and email. Handling complaints, questions, and issues from customers.

Education

Media and Communications 1.VG, Drømtorp VGS, Ski

2012 — 2013

Media and Communications 2.VG, Drømtorp VGS, Ski

2013 — 2014

Media and Communications 3. + Almenn, Drømtorp VGS, Ski

2014 — 2015

Frontend Development 1, Noroff school of technology and digital media, Online studies / Trondheim

August 2022 — June 2023

Frontend development 2, Noroff school of technology and digital media, Online studies / Trondheim

August 2023 — June 2024

Hobbies

Dog, Hikes, Geology,
Development, Cars, Design,
Travel, Film, Esports,
Fashion, and Beauty

Languages

Norwegian



English



Courses

Single Eyelash Extensions, London Lash

References

**Christina Torgersen from IKEA -
Sustainability leader**

- | 992 23 934

**Johannes Sten Andreassen from Phonect
- Teamleader for Kundeservice**

- | 949 79 555

**Ania Malmberg from Phonect -
Teamleader for faktura teamet**

- | 938 91 715

**Oda Sunde Mortensen from Phonect -
Teamleader for Delivery**

- | 466 56 858