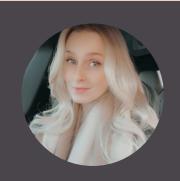# JEANETT K. MELSOM

## Fullstack developer

## Contact information

Phone:   +47 960 06 006

E-Mail:   Jeanettk.m@hotmail.com

Address:   Wilhelmsmyrvegen 7D,

7088 Heimdal

Portfolio:   https://melsom-dev.netlify.app/

## Education

Frontend Development
Diploma of Higher Vocational Education

**Noroff school of technology and digital media**
2022-2024

Media and Communications 1-3.VGS

**Drømtorp VGS, Ski**
2012-2015

## References

**Brage Vestmo**
WTW Software AS / CS Leader

**Phone:** 905 09 786

**Email :** brage.vestmo@wtw.no

**Johannes Sten Andreassen**
Phonect AS / Teamleder kundeservice

**Phone:** 938 91 715

**Simon Peter Mathews Hovind**
Phonect AS / Teknisk Kundekonsulent

**Phone:** 412 42 045

**Email :** simon.hovind@crayon.com

## Languages

Norwegian          English

## About Me

Tech enthusiast with a creative eye and strong customer service skills. Design lover and animal advocate. Certified lash technician.

Fullstack developer and UX designer with a burning passion for elegant and functional design.

## Experience

**2017 – 2018**
Webhelp Nordic, Oslo
### IT-Consultant
Employed at Webhelp Nordic as a customer advisor and IT consultant over the phone for English and Norwegian customers.

**2018 - 2020**
Phonect AS, Oslo
### Customer service
Employed at Phonect AS as an Customer service consultant.
Also responsible for handling written matters, invoices, and complaints.

**2021 - 2022**
IKEA, Sandvika
### Customer service
Worked in customer service over the phone, chat, and email.
Handling complaints, questions, and issues from customers.

**2024 - D.D**
Manpower, Trondheim

- **Outsourced Customer Service Representative for WTW Software AS (7 weeks)**
  Filled in as a temporary Customer Service Representative at WTW Software AS.

- **Outsourced Customer Service Representative for Retura TRV AS (August 2024 - d.d)**
  Filled in as a temporary Customer Service Representative at Retura TRV AS.

## Technical Skills

- **Web Development:** HTML5, CSS3, JavaScript, React, Node.js, Vite
- **Backend & APIs:** Node.js, Express.js, API development
- **Testing:** Cypress, Unit Testing, End-to-End (E2E) Testing
- **UI/UX & Design:** Figma (prototyping, accessibility), Adobe Photoshop, Adobe XD
- **CMS & Frameworks:** Wordpress, Bootstrap, Bulma, Tailwind CSS
- **Version Control & Deployment:** Git, GitHub
- **Project Management:** Scrum, Kanban
- **IT Infrastructure:** Active Directory, Windows Server