

JEANETT K. MELSOM

Fullstack developer



Contact information

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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, PostgreSQL
- **Testing:** Cypress, Unit Testing, End-to-End (E2E) Testing
- **UI/UX & Design:** Figma (prototyping, accessibility), Adobe Photoshop,
- **CMS & Frameworks:** WordPress, Bootstrap, Bulma, Tailwind CSS
- **Version Control & Deployment:** Git, GitHub
- **Project Management:** Scrum, Kanban
- **IT Infrastructure:** Active Directory, Windows Server