Lucas Hvalsøe Jakobsen - CV

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Personal Portfolio: https://lucjakobsen.github.io/

WORK EXPERIENCE

Portalen (Music & Theater House)   Dec. 2016 – Oct. 2021
Sales & Schedule Planner   *2670, Greve*
- First point of contact for customer inquiries and sales.
- Managed schedules for ticket office and cloakroom staff; trained and onboarded new employees.
- Oversaw end-of-day accounting and employee performance reviews.
- Managed small team operations, including task delegation and issue resolution.

EDUCATION

Copenhagen Business School - *MSc in Business Administration* & *E-Business*   **Feb. 2023 – Dec. 2024**
- **Courses**: Applying Data Analytics in Digital Business, Digital Transformation Management, Business Data Processing and Business Intelligence, Causal Data Science for Business Decision Making, Machine Learning for Predictive Analytics in Business, etc.
- **Tools**: Python, PostgreSQL, Tableau, Process Mining (Celonis), Agile Techniques, Microsoft Excel, Unity, C#.
- **Relevant Projects:** Master's thesis expanding on semester projects, utilizing a self-developed prototype to explore the role of gamification in enhancing engagement within virtual teams.

Aalborg University, Copenhagen - *BSc in Mediaology*   **Sep. 2021 – Jan. 2023**
- **Courses**: Creative Digital Development, Interaction Design, UX & Quantitative User Evaluation, Image Processing, etc.
- **Tools**: Unity, C#, Python, Figma, Blender, SCRUM & Agile Techniques.
- **Relevant Projects:** Designed and tested a user-friendly mobile app for controlling smart lighting systems and created various game systems and interactive experiences.

Copenhagen Business School - *BSc in Business Administration & Digital Management*   **Sep. 2018 – Jun. 2021**
- **Courses**: Managing Innovation in Organizations, Business Data Analytics, Economics & Strategy in the Digital Age, Information Management in Organizations, Managing Communication, Marketing and Relations - etc.
- **Tools**: Python, Tableau, Microsoft Excel, etc.
- **Relevant Projects**: Bachelor project analyzing risk-benefit considerations for Danish early adopters of smart home technologies, aiding in understanding user adoption behaviors.

OTHER EXPERIENCES

Personal Portfolio
- Developed and maintain a personal portfolio website using HTML and CSS to showcase projects and skills.

Greve Karate
Karate Instructor for Kids Team
- Oversaw the weekly training and instruction of a team of several children.

SKILLS & PROFICIENCIES

- **Technical Skills**: Python, C#, Tableau, PostgreSQL, Unity, Data Analytics, Process Mining, Agile Techniques.
- **Soft Skills**: Team Management, Customer Service, Communication, Leadership.

LANGUAGES

- **Danish –** Native   - **English** - Fluent   - **French** - Beginner