



MADS DAMGAARD

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Address: Robert Jacobsensvej 63k, København S

Born: 02/10/2002

CV

FORMAL EDUCATION

2024-2027 (NEXT UP)

SOFTWARE DEVELOPMENT, ITU

Copenhagen, Denmark

2022-2023

PIU, COMMERCIAL ASSISTANT W. SALES, AARHUS BUSINESS COLLEGE

Barcelona, Spain
Odder, Denmark

2019-2022

HHX, AARHUS BUSINESS COLLEGE

Spanish A, Innovation B
Viby, Denmark

HIRE GREAT
PEOPLE

HIRE ME.

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CV

WORK

AUGUST 2022 - APRIL 2024

CUSTIMY // MAKE INFLUENCE

Barcelona, Spain
Copenhagen, Denmark

Product Department

- Writing product specifications for new products and features in alignment with vision and branding
- Researching role to uncover new possibilities in the market in relation to new features
- UX assessment of existing features
- User researcher - talking to users to uncover truths, painpoints, areas of improvement among others.
 - Essentially trying to make us build something customers want

Enablement & Customer Success

- Creating help guides - best practices, integration guides, FAQs and getting started guides
- Creating an in-app onboarding using a no-code software for a PLG go-to-market strategy
- Customer 'catch-up' meetings to ensure customer success
- Product education email flows for users
- Collecting user feedback

Description

I was fortunate to be able to work with a bunch of brilliant people in different areas during my time at Custimy and also later when they acquired Make Influence.

For context, Custimy is a Customer-data platform built for e-commerce business' to get a better understanding of their customers down to a single customer's view, whereas we built some tools allowing e-commerce brands to impact the CLV of their customers.

Custimy acquired Make Influence, a commission based influencer marketing platform around June 2023.

Enablement was Custimy's version of a Customer Success department, where I touched base with almost everything ranging from being RevOps, Marketing, Customer Success to Product Development and the Tech department.

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WORK

MARCH 2022 - AUGUST 2022

RESTAURANT UNICO

Aarhus, Denmark

Waiter

- Running the service side of the restaurant
- Servicing guests from end to end
- Serving brunch, lunch, dinner, dessert, wine & cocktails
- Catering helper during confirmation season out of the house
- Closing restaurant at night time

SEPTEMBER 2019 - NOVEMBER 2021

MCDONALD'S

Viby, Denmark

Barista

- Learning about and educating guests about the McCafé coffee
- Creating latte art hearts

Guest Experience Leader

- Table service expert and leading for rest of the team to follow
- Extended guest complaint expert (complaints wouldn't be passed on to leader)
- Asking guests to fill out surveys (McFeedback)
- Teaching the 13-15-year old lobby stars how to provide excellent service

Coach

- Employee of the year 2020
- Transitioned from being a high individual contributor to helping others become great employees
- Training of new employees
- Working front and kitchen
- Ensuring standards and quality being held to a high
- Coaching of existing employees into new areas
- Upselling in the drive through
- Extended cleaning opportunities (I cleaned the fryer and milkshake machine:))

Crew

- Creating worldclass guest experiences
- Showcasing high energi and personality to create a positive team impact
- Keeping cool and focused in a fast paced environment

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WORK

JUNE 2017 - NOVEMBER 2018

SUPERBRUGSEN

Mårslet, Denmark

Deli assistant

- Cleaning the floors
- Cleaning the meat grinder
- Packaging deli items
- Closing the butcher part of the store

Visit my website



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