Joakim Natvig Drougge

Creative, Graphic & Digital Designer

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💼 Professional Experience

Customer service specialist
Freetrailer A/S ↗

07/2020 – 01/2022 | Copenhagen, Denmark

- *Assisting customers over phone & e-mail*
- *Responsible for optimising Chat-bot AI used for FAQ*

Sales representative
Dedicated Brand ↗

06/2015 – 01/2020 | Stockholm, Sweden

- *Assisting customers with purchases*
- *Replenish products*
- *Visual merchandising*

Temp. Store manager
Dedicated Brand

06/2017 – 09/2017 | Stockholm, Sweden

- *Responsible for setting the daily budget, following up on key figures, scheduling and stock management*

Production assistant
Dedicated Brand

01/2019 – 01/2020 | Stockholm, Sweden

- *Assistant to the Creative Director on catalogue photoshoots*

Sales representative
Desigual ↗

05/2011 – 06/2013 | Uppsala, Sweden

- *Assisting customers with purchases*
- *Replenish products*
- *In-store alteration and reparation of clothes*

Warehouse & logistics
IKEA ↗

04/2010 – 04/2011 | Uppsala, Sweden

- *Handle product deliveries, organising and restocking*

Restaurant & bistro
IKEA

04/2010 – 04/2011 | Uppsala, Sweden

- *General kitchen tasks (deliveries, serving line, washing dishes etc)*

🎓 Education

Multimedia Design
Københavns Erhvervsakademi ↗

02/2022 – 10/2023 | Copenhagen, Denmark

Textile Buyer
Nordiska Textilakademin ↗

08/2013 – 06/2015 | Borås, Sweden

Fashion Design
Accademia Italiana ↗

08/2007 – 05/2008 | Florence, Italy

- *Preparatory year.*

Upper Secondary School
Uppsala estetiska gymnasium (formerly, Grafiskt Utbildningscenter) ↗

09/2004 – 06/2007 | Uppsala, Sweden

💻 Skills

Adobe Creative Suite	●●●●○
Aseprite	●●●○○
Figma	●●○○○
KRITA	●●○○○
UX/UI Design	●●●○○
HTML	●●●○○
CSS	●●●○○
JavaScript	●●○○○

🌐 Languages

Swedish (Native) • **English** (Fluent)

Danish (Proficient)

🛋 Driver's license

Class B

⛓ References

References available upon request