



# Joakim Natvig Drougge

## Web & Digital Designer

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📍 Copenhagen, Denmark

### 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