

Thomas Andersen  
*Partner Connectivity Specialist*

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 [Portfolio](#)

*"In all situations Mr Andersen acted in an extraordinarily responsible, result oriented and conscientious manner. Even for the most difficult challenges, he found very effective solutions, which Mr Andersen always implemented successfully, achieving very good results. The quantity of work he completed and pace at which he worked fulfilled expectations." – Zalando SE*

## Skills

- Salesforce | Jira | Postman | Superset | Kibana | HTML | CSS | JavaScript ES6 | ReactJS | Frontend | RESTful API | Ruby | Ruby on Rails | Rails API | Git | GitHub | Full Stack | Python | Data Science | English (C2) Danish (C2) German (B2) |

## Experience

**Partner Connectivity Specialist**      **HomeToGo**      *Berlin, Germany* - 01/04/2025 – 08/01/2025

- Conducting root-cause analysis on API-connectivity issues between partner systems and HomeToGo's platform, improving partner data reliability.
- Monitoring and validating availability, content and pricing feeds to ensure alignment with HomeToGo's quality standards.
- Identifying and resolving discrepancies in booking data flows (availability, cancellation, modifications), reducing guest-facing errors.
- Troubleshooting bugs for our Guest Relations and Partner Relations teams and reporting to either partners or in-house engineers depending on where the issue is.
- Onboarding new partners by making sure they meet the requirements for our QA, i.e. looking at price inaccuracies between static and live price received from the partners and finding the concerning factors.

**Customer Service Professional**      **Foundever**      *Berlin, Germany* - 01/04/2025 – 08/01/2025

- Technical Support for the robotic lawn mower company Positec.
- Troubleshooting issues for both B2C and B2B

**Frontend Developer Trainee**      **Kreativstorm**      *Berlin, Germany* - 08/09/2024 – 05/10/2024

- Collaborating with development teams to build responsive, accessible websites using semantic HTML, CSS and JavaScript.
- Learning and applying best practices in front-end development to create user-friendly interfaces.
- Participating in code reviews and improving code quality by following industry standards and modern practices.
- Utilizing Git for version control and collaborating on projects.

## Customer Care Specialist

**Zalando**

*Berlin, Germany - 01/04/2022 – 31/03/2024*

- Specialist in the Customer Care International department of Europe's leading online platform for fashion – Zalando. Being the forefront of a 6 billion EUR company dealing with customer inquiries via email, telephone and chat.
- Processing escalation cases with high priority and handling fraud prevention measures.
- Handling connected retail cases and working as support for stakeholders in B2B support.
- Utilizing both Salesforce as well as CR Tools to handle inquiries from the partners.

## Education

### Full-stack Web Development

**Altcademy (Bootcamp)**

*Remote – 2024 - 2025*

- Full-stack Web Development with Data Science & Applied AI

### Bachelor of Arts (Hons)

**BIMM University**

*Berlin, Germany – 2015 - 2018*

- Major in Songwriting (Graduating with a First Class Honours Degree).

## Project

### FAQ Helper – AI-powered customer support SaaS (Solo Project)

- Created a white-label, multi-tenant FAQ solution using **ReactJS** for the frontend, a **Rails API** backend, and a **FastAPI microservice** powered by an OpenAI LLM for semantic search. Built an embeddable widget that interprets user queries and returns the most relevant FAQ entry from each company's knowledge base. Added admin tools for CSV FAQ imports, branding customization, and secure user management. Designed to help small–medium businesses provide faster, more accurate FAQ discovery and customer service.

Read more: <https://faqhelper.io/>