

Vilma Turesson

Ad creator **2020 - 2021 Sellpy**

Sellpy is a large second-hand online store where the customers send in their items, we evaluate the items, photograph them, pack them and then sell them on our website. My job is to photograph the items that come in. It is independent work with a lot of personal responsibility. The job is simple but there are many areas to develop in. My colleagues and I are responsible for training new co-workers, taking care of technical problems and such as the distribution of equipment. Our way of working is based on everyone being able to solve upcoming problems and helping others if needed.

Cashier **2020 Gunnarsons**

At Gunnarsons I did everything from standing at the checkout and preparing pastries to do the dishes and keeping the café nice and clean. It's an all-in-one job with a wide variety of tasks! We had big expectations of the service we were giving to the customers and we got weekly reminders to think more climate-smart and streamline sales to make sure that all employees are constantly evolving! Unfortunately, I did not get the chance to stay very long since the epidemic had such devastating economic effects on the restaurant industry.

Puzsler **2019 Puzsle**

At Puzsle I got to try out a lot of different jobs! I worked at events, parties, and exhibitions. But I also got jobs with a flower shop, I did warehouse work and also advertising. There were always new people, new places, and new tasks. Which gave me a lot of space to develop my service skills, my independent work, and also my ability to work in groups of people that I had never met before. It Was incredibly educational to work this way and it was constantly challenging.

Section leader in the kitchen / Trainer **2018 - 2019 Vapiano**

As a section leader in the kitchen at Vapiano, I had responsibility in multiple areas. I was in charge of all customer contact from the kitchen and was responsible for all kitchen staff who worked during my shift. The restaurant manager described my role as being the bridge between him, the employees, and the customers. The work required that I could juggle all these demands and be able to do that in front of the customers since I worked in a so-called "show kitchen". My role also required me to be able to communicate with my colleagues and work together to cope with the long and stressful days. I have also had a role as a trainer when I was responsible for the training of new employees so that they could work independently as chefs.

Customer Service **2017 - 2018 Mathem**

My main tasks were to take incoming calls, help customers in the chat and answer emails. I attended a training course to learn systems, software, and the art of effectively managing a conversation with a customer. I also received training for a project that the company had with a partner. The purpose of the training was that I would be involved in running that project together with another colleague, reaching out to our customers. But unfortunately, I quit before I got the chance to start it up.

It also happened that I jumped in and did logistic work for the warehouse in cases where staff were not available. I had to take a lot of personal responsibility in my work and i got a lot of important business experience

Trainee / Assistant 2017 Max Ström

At the publishing company Max Ström, I got to help with everything from going through the City Museum's archives and selecting pictures for a book, to small tasks such as sending out deliveries or organizing projects at the office.

Preschool teacher 2015 Purpurns Förskola

During my summer job, I took care of children aged 2-6 years and participated in activities such as outdoor play, food situations, creative activities, etc.

Education

Social and Behavioral Science 2014 - 2017 Påhlmans Gymnasium - Human Business School

I have the basic high school education of Sweden. The program that I studied included courses such as psychology, sociology, leadership, and communication. In addition, I studied an extra year of English and math but also economics-oriented subjects such as Business Administration, and entrepreneurship, which led me to run a UF company in 2016-2017.

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