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## Cover Letter And Skills

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My name is William Nordqvist and I am 31 years old. I am born and raised in Stockholm. I graduated from KYH this summer (2020) where I have been studying to Front End Developer for the last 2 years.

I have a background working with Community Operations Management for tech Companies and have for the last 10 years working for Apple, iZettle and Uber. I really loved to work with fast-growing company's and I have learned a lot from that, but I felt that I wanted to work more with my creativity and work more independently. That is why I started to study to Front End Developer.

I have chosen to work as much as possible with React combined with SCSS or Styled Components during my time in school since I want it to be my expertise. I am now searching for new job opportunities. My dream employer is where I can continue to develop my skills in React. But I am also open to learning new libraries and languages such as Svelte, Angular or Vue. My long term goal is also to work as a full-stack developer and would also love the opportunity to work with more Backend languages.

What is important to me?

My desire is to work with a company that I feel passionate about, that shares my ambitions and my drive to grow the business. I want to work for a company that I feel proud of and that challenges me to be engaged daily.

I would love the chance to further discuss the position and what skills I would bring to the job. Thank you for considering my application.

*Kind regards,*  
William Nordqvist  
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<http://www.wnordqvist.com/>

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### Language

- HTML (2 years)
- CSS (2 years)
- JavaScript (2 years)

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### Framework

- Styled Component (2 years)
- Semantic UI (2 years)
- Express.js (1 year)

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### Libraries/API

- React (2 years)
- Svelte (1 year)
- Node.js (1 year)

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### Tools

- Visual Studio Code
- xcode

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### Platform

- MacOS

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### Storage

- Firebase
- MySQL
- MongoDB

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## Work Experience

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<b>Insurley App – Internship</b> FrontEnd Developer Work tasks: <ul style="list-style-type: none"><li>• Maintaining and Develop features and functionality</li></ul>	<b>2019 – 2020</b>
<b>Stureplansgruppen</b> Web Developer Work tasks: <ul style="list-style-type: none"><li>• Building their new website – <a href="https://www.stureplansgruppen.se/">https://www.stureplansgruppen.se/</a></li><li>• In charge of Maintaining och updating all sites connected to Stureplansgruppen</li></ul>	<b>2019 – 2020</b>
<b>Uber</b> Community Operations Manager Work tasks: <ul style="list-style-type: none"><li>• Manager for the Nordic Support team.</li><li>• Launching Uber Support team in Casablanca and Lithuania.</li><li>• Alignment of policies across Nordics countries.</li><li>• Interviewing and hiring for advanced support team.</li><li>• Develop and improving new support futures/function. Such as Phone and Chat support.</li></ul>	<b>2015 – 2018</b>
<b>Teleperformance – iZettle</b> Junior ACM/ Project Manager Work tasks: <ul style="list-style-type: none"><li>• Launching iZettle outsourcing Nordic team</li><li>• Recruiting and interviewing new CSR to the team</li><li>• Planning monthly and annual budget and project KPIs</li><li>• Monthly personal and KPI follow-up meetings for each CSR</li><li>• Coordinating Global KPI</li></ul>	<b>2014 – 2015</b>
<b>Teleperformance – Apple</b> CSR Work tasks: <ul style="list-style-type: none"><li>• 5 Months IOS – Premium Customer service for iPhone Users</li><li>• 5 Months CPU – Premium Customer service for Mac Users</li></ul>	<b>2013 – 2014</b>
<b>Customer Nordic</b> Customer service Work tasks: <ul style="list-style-type: none"><li>• Coordinates hotel weekend and events to our customers, CRM system.</li></ul>	<b>2008 –2011</b>

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## Education

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<b>KYH Stockholm – Front End Developer</b> Front End Developer <a href="http://kyh.se/project/front-end-developer/">http://kyh.se/project/front-end-developer/</a>	<b>2018 – 2020</b>
<b>Sälj och Marknadshögskolan</b> International sales and marketing <a href="http://www.smhsverige.se/">http://www.smhsverige.se/</a>	<b>2011 – 2013</b>
<b>KFS Gymnasium</b> Business and Administration	<b>2005 – 2008</b>
<b>Mälarhöjdens skola</b>	

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## References

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### ***Alok Alström - General Manager Uber Sweden.***

*William comes to work with a positive attitude and is not afraid to help out. Even in some cases where colleagues have dropped the ball on their ticket duty William is constructive and positive when re-engaging them for support. He has also shown leadership strength in setting up a structure and calendar for tickets in Sweden as well as training the support specialists in Lithuania.*

*He makes sure that the tickets get done in time, sometimes at the expense of his own work life balance. He has also been a valuable asset to reduce the ticket burden to the Sweden team while at the same time helping to set up the support center in Lithuania.*

### ***Lina Areblad - Marketing Manager Uber Sweden***

*Patience – I've heard William talk to our most upset riders on the phone. I have not met many people in my life with his patience. He listens and does everything he can to make sure our riders are happy.*

*William has great energy and positive attitude at work and around the office. He's a team player and great colleague that adds to a great team spirit. This is surely one reason why he's good at handling Support problems and rider concerns accordingly. Never afraid to take a tough call!*

