

# Anne-Claire Koch

3rd Year Software Development  
Student in Kristianstad

01.23.1991  
French citizenship, with a Swedish PN  
Lund, Sweden



## PROFIL

I am a dedicated and reliable third year software development student, characterized by a strong work ethic and a keen enthusiasm for learning and professional growth. With educational foundations in software development principles, I am actively seeking full-time position work opportunities in full-stack development where I can apply my theoretical knowledge in a practical setting.

## Languages

French (Native)  
English (Fluent)  
Swedish (B1 Level -  
Certifikat)  
Danish (Beginner)  
German (Beginner)

## Software Skills

Microsoft Office  
Jira Software  
IntelliJ  
Visual Studio Code  
Visual Studio  
Wireshark  
MySQL  
Github

## Professional Experience

### Senior Guest Service Manager

*Radisson Collection Hotel in Copenhagen, Denmark | 07/2021  
– 08/2022*

As a proactive leader in the Front Office team, I excelled at upholding exceptional standards of customer service. My role as an Acting Duty Manager involved overseeing the shift's operations and effectively guiding the hotel staff in their daily assignments. Adept at establishing and implementing service recovery guidelines and ensured complete guest satisfaction. My responsibilities included promptly and professionally addressing guest complaints or concerns, and effectively communicating with various departments to coordinate the needs of VIPs, large groups, and other key guests, ensuring a seamless and exceptional experience for all

### Concierge

*Nimb Hotel in, Copenhagen, Denmark | 06/2019 - 07/2021*

My role is marked by the application of strong decision-making and problem-solving skills, ensuring maximum guest satisfaction. I have taken charge of numerous projects, both independently and as part of a team, specifically aimed at enhancing the guest experience. This included handling customer complaints and feedback effectively on platforms like TripAdvisor and Guestfolio, demonstrating a keen ability to address concerns with professionalism and efficiency. I have provided personalized, coordinating bespoke travel itineraries, securing hard-to-get event arrangements, and offering expert local recommendations.

### Front Desk & Guest Relations Supervisor

*Hotel d'Angleterre in Copenhagen, Denmark | 01/2017 -  
06/2019*

I have partaken in the project development aimed at customer retention and enhancing the guest experience. This included the creation and implementation of VIP and loyalty programs, as well as initiating emotional engagement training for the team. My responsibilities in Guest Relations are comprehensive, encompassing personalized welcome gestures like custom cards, courtesy calls, meticulous checks upon arrival and for special requests, along with diligent follow-up on guest communication and complaints. Administratively, I've managed a range of duties, from maintaining productivity charts to overseeing the procurement of supplies for the front desk. My leadership skills are further exemplified in my role as a trainer for new front desk staff and in assisting with the organization of the department's rota. Additionally, my capabilities extend to acting as the Duty Manager after office hours, ensuring smooth operations and exceptional guest services at all times

## Skills

Python Programming  
Java Programming  
JavaScript  
Next.js  
Node.js  
React  
Express.js  
Tailwind CSS  
HTML 5  
CSS 3  
Figma  
Version Control  
Time Management  
Agile Methodologies  
Clean Coding  
Data Structures  
DBMS  
MySQL

## Links

LinkedIn:  
<https://www.linkedin.com/in/anneclairekoch/>

Github:  
<https://github.com/ancklo>

Live resume/portfolio:  
<https://personal-portfolio-gv490ujgg-ancklos-projects.vercel.app/>

## Education

### Bachelor's Degree in Software and Development

*Kristianstad Högskolan in Kristianstad, Sweden | 08/2022 to present*

Following subjects and concepts were studied: Introduction to Computer Science, Introduction to Python Programming, Object-Orientated Programming, Mathematics for Computer Science, Discrete Mathematics, Databases, Agile Development, Operating Systems, Network and Communications, Algorithms and Data Structures, Computer Security, Front End Development, Backend Development, Statistics and Full Stack Development.  
Currently studying: Mobile Application Development and Machine Learning

### Bachelor's Degree in Tourism and Business Management

*Vatel International Business School, Nimes, France  
09/2009 to 07/2012*  
Graduated Valedictorian of my year.

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## Application for a full-time position

Dear Hiring Manager,

As a third year software development student at Kristianstad Högskolan and in my final year, I am eager to apply my growing technical skills, combined with my previous 10 years of customer service background, to a full-time position. With a keen interest in software development, notably Fullstack Development, I am dedicated to leveraging my problem-solving abilities and customer-focused experience in a tech-driven environment.

My professional journey in hospitality management, characterised by a decade of enhancing guest experiences and leading teams, has honed my skills in project management, team collaboration, and adapting to dynamic environments. These skills, combined with my current academic pursuit in software development, where I am currently still learning Python, Java, HTML5/CSS, React, Node.js, Express.js and JavaScript as well as other key programming concepts and database management systems, make me an ideal candidate for a professional opportunity where these diverse experiences can be integrated and utilised.

As someone who thrives in fast-paced and challenging settings, I am confident in my ability to quickly adapt and make meaningful contributions to your team.

I am available for a full-time position, and I look forward to discussing this exciting opportunity with you.

Thank you for considering my application. I am eager to contribute my business management experience and software development knowledge to your team.

Kind Regards,

Anne-Claire Koch