

CHRISTINA BÖGH



OBJECTIVE

LIA-position where I can effectively utilize my expertise in various programming techniques, project management, and group-work.

KEY STRENGTHS

- High level computer skills including Excel, Word and Powerpoint.
- Six years experience in customer service both phone, email and chat based.
- Studying CS and Front-End dev. while being a single mom has required the flexibility of a saint.
- Determination, grit, structure and planning has made me get good grades and remain stressfree.
- Sense of humor and openness to difficult situations make me see problems as opportunities.

EDUCATION

[2016 –] <i>Ongoing</i>	YH-EC Utbildning - FrontEnd-Developer
[2015 –] <i>Ongoing</i>	University of the People – B.A. Computer Science
[1995 – 2001] <i>Degree</i>	Duborg skolen Flensburg, Germany – Highschool

SPECIALIZED TRAINING

- Gamification – Coursera, 2014
- Internet, History, Technology and Secusriy, Coursera, 2014
- Live!: A history of art for artists, animators and gamers, Coursera, 2014
- Online Games: Literature, New media and narrative, Coursera, 2014
- Learning how to learn: powerful mental tools to help you master tough subjects, Coursera 2015

PROFESSIONAL EXPERIENCE

[2016 – 2016]

K2C, Göteborg

Phone-support/sales/interviewer

- Handling incoming (danish)calls for a cosmetics company (sales/advice/billing)
- Handling incoming (danish) hotel bookings for a hotel chain.
- Calling potential (german) candidates for clinical trials for various studies.

[2015 -2016]

Jollyroom, Göteborg

Translator

- Translating salestexts from swedish/english to danish.

[2012 -2015]

Teleperformance, Göteborg

Technical support for Samsung

- Handling incoming calls, emails and chats from danish customers.
- Support of Samsungs productrange: AV, whitegoods, mobile, computer and software.

[2008 -2010]

Teleperformance, Ljusdal

Technical support for Canon

- Handling incoming calls, emails and chats from danish customers.
- Support of Canons productrange: printers, cameras, camcorders, fax and software.

LANGUAGES

German	Fluent
English	Advanced
Danish	Advanced
Swedish	Beginner

COMPUTER SKILLS

Microsoft Office	Good
Python	Good
Java	Good
JavaScript	Beginner
SQL	Beginner
HTML/CSS	Advanced