

## Cecilie Dahl Hvilsted

[ceciliehvilsted@gmail.com](mailto:ceciliehvilsted@gmail.com) | Phone number

### SUMMARY OF QUALIFICATIONS

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- During my time in the working industry, I have worked as sales assistant in several companies. Despite my employee title being the same, it has been in different areas of sales. Initially I started in a supermarket, then moved on to a coffee shop and lastly being the assistant of the store manager in a bakery. The different types of sales have provided me with a broad view about how to be a part of the sales industry in general as well as adapting to the different sales environments.
- Besides being sales assistant, I have also been an assistant in other senses. Initially my first job was as an office assistant taking care of all practical tasks at the office and afterwards, I got a job in a pre-school. Here I helped making sure all children were considered and taken care of. Lastly, I worked as an event employee assisting artists, guests, stage performances etc. This provided me with a lot of insight into the practical tasks that occurs in different types of setting regarding the assistant position.
- As an office assistant I also did some administrative work such as updating the website of the company, making invoices to customers, correcting the package from the supplier etc.
- Throughout my bachelor's degree, which is more technical, I have worked a lot with programming in different languages. My main programming language is Python, but I have experience with both SQLite, JavaScript, CSS and HTML as well. An example of where I have used this is in a statistical project, where MATLAB code should be rewritten in Python. This project was about analyzing EEG signals in different ways.

### EDUCATION

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Hasseris Gymnasium (general upper secondary education),

**Program in Mathematics, Chemistry and Physics**, Graduation June 2019, GPA  $\approx$  9,2

University of California San Diego (exchange year),

**Cognitive Science, Computer Science, Biology (Psychology) and Design**, Graduation December 2023

The Technical University of Denmark,

**Bachelor in Artificial Intelligence and Data Science**, Graduation June 2024

### EMPLOYMENT HISTORY

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#### Office assistant

Skagerak A/S

Aalborg, Denmark

2015 Mar - 2018 Oct

*Skill #1: Organization and practical tasks*

- Making sure the office is a good working environment for the employees, as well as keeping track of that all packages are sent, laundry is done etc.

#### Service assistant

Føtex Food

Aalborg, Denmark

2016 Nov – 2017 Jun

*Skill #1: The service mind*

- Accommodating the customers' needs as well as being polite, helpful and openminded towards everyone.

*Skill #2: Efficiency improvement*

- Efficiency in keeping track of time such that all tasks were completed when the day was done.

**Office assistant**

By Birdie Jewelry

Aalborg, Denmark

2017 Aug – 2020 Feb

*Skill #1: Administration*

- Since the company was very small with only 2 employees (the owners) besides me, I got a great amount of responsibility of the administrative tasks.
- The tasks could consist of new website updates, packing orders from customers and sending out invoices etc. This helped me become good at keeping an overview of all tasks that should be done before a deadline.

**Barista**

Kochs Kaffebar

Aalborg, Denmark

2019 Aug – 2020 Oct

*Skill #1: Customer contact*

- This was my first truly experience with close customer service and contact. This taught me the importance of satisfying the customers' expectations. More specifically, the times of an unsatisfied customer caused me to want only happy customers.

*Skill #2: All tasks in a restaurant business*

- The employees at this coffee shop shared all tasks. This was both cleaning, being the cashier, preparing food, making drinks (coffee etc.), inventory status, ordering groceries etc.
- By that means, I explored every task that comes with driving a restaurant.

**Pre-school helping assistant**

Børnehaven Troldehøj

Aalborg, Denmark

2020 Feb – 2020 Oct

*Skill #1: Handling many situations at the same time*

- When managing the daily life among 30 children a lot of situations must be taken care of at the same time. This has provided me with patience as well as navigation in a chaotic environment.

**Event member**

Musikkens Hus

Aalborg, Denmark

2020 Feb – 2020 Oct

*Skill #1: Timing and overview*

- Throughout working as an event member, I was in charge of making sure the guests were arranged on their seats on time together with the artists being supplied with everything they need. The coordination of taking care of both guests and artists contributed to good timing and preparation in order to make everything turn out as successful as possible.

**Sales assistant**

Bahne

Copenhagen, Denmark

2020 Dec – Present

*Skill #1: Being even more service minded*

- The job expects me to make personal contact to the customers and help them find the clothes they are looking for. This has given me confidence in approaching people and at the same time understanding the needs of the customer.

## LEADERSHIP ACCOMPLISHMENTS

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### Team leader

Lagkagehuset

Copenhagen, Denmark

2020 Dec – 2021 Aug

#### *Skill #1: Responsibility of being in charge*

- As a team leader, my job was to be in charge of the entire store when the store manager was not around. This therefore contributed to taking responsibility and handing out tasks among employees.
- Some of the everyday tasks that I was in control of was making sure the store looked good, goods were filled and our assortment of bread, cakes etc. in the store was reflected on our app. That means if anything was sold out, then it must be shown on the app as well.
- More administrative tasks which I managed as well were to order groceries, cups, coffee beans etc. Also I must perform a temperature control once a week to make sure our goods were kept at the right temperature as well as doing Z-reports for the store.

#### *Skill #2: Self confidence*

- Both everyday tasks (that any employee would do) but also more administrative tasks depended on me. It contributed to a sense of self confidence and believe in myself. This made me confident being the leader, as it is a role I never have stepped into before.

## HONORS, ACKNOWLEDGEMENTS AND RECOGNITIONS

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- *Employee*, Kochs Kaffebær, Aalborg, Denmark 2020
- *Helping assistant*, Børnehaven Troldehøj, Aalborg, Denmark 2020
- *Employee*, Musikkens Hus, Aalborg, Denmark 2020
- *Team leader*, Lagkagehuset, Copenhagen, Denmark 2021
- *Student*, Hiba Nassar, Department of Applied Mathematics and Science (DTU) 2022