CAROLINE SEGESTAAL

PROFILE

Knowledge in building a project from design to testing to final product, both individually and in a group. Experience with algorithms, SQL, Python and VCS.

EDUCATION

SWANSEA UNIVERSITY — BSC COMPUTER SCIENCE, 2021 - 2024
First Class Honours

o Awarded Best Computer Science project of year 2024.

Dissertation: *Machine Learning Assessment of Novel Biomarkers for Aggressive Prostate Cancer* :

- o Using multiple ML models to assess novel biomarkers in their potential usability for diagnosing prostate cancer as an alternative to prostate biopsy,
- o Achieved overall accuracies of up to 88% using XGBoost,
- o Using real medical data from Wales Cancer Biobank,
- o Achieved a 95% grade on the dissertation.

KUNGSHOLMENS GYMNASIUM, HIGH SCHOOL, STOCKHOLM, SWEDEN - AUGUST 2013 - JUNE 2016
Natural Science specialisation
All courses taught in English
Higher level: Maths, Biology, Chemistry, and Physics   Extra
courses: Programming and Entrepreneurship.

WORK EXPERIENCE

NESPRESSO COFFEE ADVISOR, STOCKHOLM, SWEDEN — JUNE 2021 - AUGUST 2021
Summer job at WaveCrest working as a Nespresso Coffee Advisor.

- o Recruited and engaged with customers visiting the electronics store, providing them with exceptional service and product knowledge,
- o Demonstrated a deep understanding of Nespresso machines and coffee products to potential buyers, resulting in increased sales and customer satisfaction,
- o Trained new staff members on Nespresso product features, sales techniques, and customer service best practices,
- o Worked flexible to meet the demand.

CONTENT MODERATOR, MAJOREL, BARCELONA, SPAIN — NOVEMBER 2020 - JUNE 2021
Moderating online live content for a large social media platform.

- o Correctly identified rule violations
- o Handled between 30-60 live streams simultaneously.
- o Signed an NDA

CUSTOMER SERVICE AGENT, WEBHELP, BARCELONA, SPAIN — JUNE 2020 - AUGUST 2020

Temporary contract. Customer service agent for the MANGO UK market and the English World market.

- Effectively handled customer inquiries and resolved issues promptly and professionally for the MANGO UK and English World market,
- Assisted with order tracking, shipment updates, and product availability inquiries, ensuring a smooth customer experience,
- Communicate with shipping companies and warehouses in English, Spanish and Swedish,
- Maintained accurate records of customer interactions and reported customer feedback and issues to the appropriate teams for continuous improvement,
- Adapted to a fast-paced and ever-changing environment, ensuring timely responses to customer inquiries and efficient problem solving.

NESPRESSO COFFEE ADVISOR, STOCKHOLM/UPPSALA, SWEDEN
— OCTOBER 2018 - SEPTEMBER 2019

Increasing sales and enhancing customer experience for Nespresso.

- Recruited and engaged with customers visiting the electronics store, providing them with exceptional service and product knowledge,
- Demonstrated a deep understanding of Nespresso machines and coffee products to potential buyers, resulting in increased sales and customer satisfaction,
- Trained new staff members on Nespresso product features, sales techniques, and customer service best practices,
- Supported the Nespresso pop-up store team in daily operations, including inventory management, restocking, cashier duties, and cleaning,
- Worked flexible to meet the demand.

VOLUNTEERING

VA LLINGBY RIDSA LLSKAP, STOCKHOLM, FEBRUARY 2011 - FEBRUARY 2018

- Organised courses and activities for members under 26 in the horse-riding club.
- Taken courses in youth leadership, personal development, teaching children, and running organisations.
- Treasurer for 2 years.
- Handled the clubs' books, financial statements, and petty cash.
- Demonstrated strong teamwork, organisational skills, and a high level of responsibility

SKILLS

LANGUAGE SKILLS:	IT SKILLS:	CS SKILLS:	MISCELLANEOUS:
Fluent in English and Swedish.	Photoshop	Python	EU driver's license
Intermediate Spanish.	Excel	Java	EU passport
Basic French.	HTML and CSS	SQL	
	Tableau	GitHub	
		SciKit Learn	

References available on request.