



FANNY NILSSON

WORK LIFE EXPERIENCE

WHISPR GROUP

Part-time | Intelligence Associate | Stockholm |
February 2019 – present

- Collecting data from social and traditional media
- Analysing the collected data and producing reports with insights

KLART VÄDERTJÄNST AB

Part-time | Customer service & social media manager |
Stockholm |
December 2017 – December 2019

- Content creation, SoMe-marketing, Data analysis
- Answering customer concerns via e-mail

TRADERA

Full-time | Customer service agent | Stockholm |
June 2016 – July 2016

- Answering customer concerns via e-mail, phone and chat

ZALANDO

Full-time | Customer service agent | Berlin |
November 2015 – April 2016

- Answering customer concerns via e-mail, phone and chat
- Checking and answering customer reviews

TELEPERFORMANCE VIA UNIFLEX BEMANNING (KLARNA)

Full-time | Customer service agent | Stockholm |
October 2014 – July 2015

- Answering customer concerns via e-mail, phone and chat
 - Answering customer concerns on social media
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OTHER QUALIFICATIONS

STOCKHOLM FASHION WEEK

Host | Stockholm | August 2014

- Cleaning in between shows
- In charge of the buses between the shows
- Setting up and taking down the arena

CONTACT

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EDUCATION

HYPER ISLAND

Frontend Developer
August 2019 - April 2021

LUND/UPPSALA UNIVERSITY

Bachelor Degree in
Media Studies
August 2016 - January 2019

COMPUTER SKILLS

Windows and Mac

Office

Adobe Creative

Figma

HTML, CSS, JavaScript,
React

LANGUAGES

Swedish - native

English - fluent, academic

French - basic

REFERENCES

On request