



EXPERIENCE

Community Operations Analyst - Nov 2022 - Feb 2024

Covalen, Dublin, Republic of Ireland

I worked for a US-based Social Media company at their partner location in Dublin, Ireland. Together with a team, I was responsible for the Dutch and Flemish-speaking markets. (Outsourced)

I reviewed platform content according to company policy and provided technical support to end-users.

Marketing Solutions Support Specialist - Jan 2022 - Oct 2022

LinkedIn, Dublin, Republic of Ireland

I supported Dutch, Flemish, and English-speaking members with their LinkedIn Company Pages queries.

And I helped companies to improve their LinkedIn Marketing Ads campaigns.

Community Operations Analyst - Feb 2021 - Jan 2022

Covalen, Dublin, Republic of Ireland

I worked for a US-based Social Media company at their partner location in Dublin, Ireland. Together with a team, I was responsible for the Dutch and Flemish-speaking markets. (Outsourced)

I reviewed platform content according to company policy and provided technical support to end-users.

I also did audits and checked the quality of tickets.

Night Porter - Aug 2018 - Dec 2020
Kurhotel Skodsborg, Copenhagen, Denmark

I worked as a Night Porter at Kurhotel Skodsborg. This beautiful 4-star Spa hotel is located at sea in the north of Copenhagen.

I was responsible for the reception and safety of the guests at night. I had many different tasks:

- Welcoming guests to the hotel
- Perform guest check-in and check-out
- Providing service to guests
- Answering phone and email queries
- Making reservations
- Create room keys
- Doing paperwork and software auditing
- Processing virtual credit card payments
- Responding to safety and security issues
- Providing room service

Kitchen Staff - Oct 2017 - Aug 2018
Burger King (Riaz Burger), Copenhagen, Denmark

I worked at Burger King in the largest shopping center in Denmark called Fields. At the time, this Burger King restaurant was owned by Riaz Burger.

Besides preparing and cooking food, I also cleaned the kitchen and the restaurant. And I was responsible for stocking new products in the cold store according to the company guidelines.

Store Manager - May 2016 - Apr 2017
MyCom, Zeist, The Netherlands

I was responsible for the day-to-day business of the store in Zeist.

Besides selling products, I also enjoyed the training and coaching of my colleagues about sales and customer experiences.

Store Manager - Nov 2015 - Apr 2016
Dixons, Soest, The Netherlands

I was responsible for the day-to-day business of the shop in Soest.

Sales Leader & Apple Sales Professional - dixons - Aug 2015 - Oct 2015
BAS Group, Veenendaal, The Netherlands

I was responsible for the day-to-day business of the shop in Veenendaal.

Besides selling products myself and giving paid training to customers about the iPad and the Mac, I also enjoyed training and coaching my colleagues about sales.

Retail & Apple Sales Professional - dixons - Aug 2012 - Jul 2015

BAS Group, Amersfoort, The Netherlands

I was part of a sales team for the shop located in Amersfoort. Here we welcomed (new) customers and provided service, and we were selling the right product that matches the customer's needs.

Besides selling different products, I also helped troubleshoot and answer customer questions related to Apple products and services.

Apple Sales Professional - Aug 2009 - Aug 2010

Xando | Apple Premium Reseller, Zwolle, The Netherlands

I worked as an Apple Sales Professional at an Apple Premium Reseller named Xando. I was part of a sales team for the store located in Zwolle. Here we welcomed (new) customers and provided service, and we were showing the right solutions with Apple product and services demos.

Besides getting to know the customers and learning more about the Apple Ecosystem, I also developed my own sales skills.

SKILLS

Sales, Customer Support, and Technical Support

HONORS & AWARDS**Engagement Champion** - Nov 2021

Covalen

Performance Guru - May 2021

Covalen

LANGUAGES**Dutch**

Native

English

Full professional proficiency

EDUCATION**Communication and Media Design** (HBO) - 2011 - 2012

Zuyd Hogeschool | Zuyd University of Applied Sciences, Maastricht, The Netherlands

Interaction Design (HBO) - 2010 - 2011

ArtEZ University of the Arts, Arnhem, The Netherlands

Multimedia Design - Multimedia Designer (MBO 4) - 2005 - 2009

Deltion College, Zwolle, The Netherlands

