



Thorbjørn Skjønnemann

Age: 38 | **Nationality:** Danish

Email: thor.nordicvantage@gmail.com | **Phone:** +63 9292762656

LinkedIn: [linkedin.com/in/tskjoennemann](https://www.linkedin.com/in/tskjoennemann)

Professional Summary

A results-driven **Customer Experience and Sales Leader** with extensive expertise in **customer service, sales leadership, operational strategy, and process optimization**. Skilled in **team development, customer retention, and data-driven decision-making**, with a proven track record of **enhancing customer satisfaction and driving business growth**. Multilingual professional fluent in **Danish and English**, with working proficiency in **Norwegian, German, and Swedish**. Passionate about **leveraging technology and analytics to streamline support processes and improve efficiency**.

Current Role

Customer Care Lead, Factor (HelloFresh Nordics & Germany)

2025 - Present

- Spearhead **customer experience improvements** across Denmark, Sweden, Norway, and Germany, ensuring **seamless support and satisfaction**.
- Lead **strategic initiatives** to optimize response times, reduce churn, and enhance **customer retention**.
- Develop and mentor **high-performing customer support teams**, fostering a culture of excellence and continuous improvement.

- Collaborate with **marketing, legal, and brand teams** to align support initiatives with broader company objectives.
 - Analyze **key performance indicators (KPIs)** and customer feedback to drive **data-backed process optimizations**.
 - Oversee **onboarding, training, and professional development** of customer care representatives, ensuring operational excellence.
 - Collaborated with AI tools for multilingual workflow optimization and content quality assurance.
-

Previous Experience

Sales Team Leader, HelloFresh Nordics

2022 - 2024

- Led **cross-functional sales teams** across Denmark, Sweden, and Norway, driving **significant revenue growth**.
- Designed and implemented **high-impact sales strategies**, exceeding revenue targets and improving market penetration.
- Cultivated strong **customer relationships**, increasing brand loyalty and retention.
- Partnered with **marketing teams** to develop tailored sales campaigns for improved conversion rates.

Customer Service Representative, HelloFresh Denmark

2018 - 2020

- Provided **proactive customer support**, addressing inquiries related to **orders, logistics, payments, and technology**.
- Played a pivotal role in the **launch of HelloFresh Denmark**, setting up customer service processes from scratch.
- Ensured a **98% customer satisfaction rate**, demonstrating problem-solving expertise and empathy.

IT Helpdesk & Troubleshooter, CGI Inc.

2018 - 2019

- Delivered **technical support** to customers and internal teams, resolving network, security, and software issues.
- Improved system response time by **reducing incident resolution time by 30%**.

Sales & Management, 3o-BPO Inc.

2014 - 2015

- Managed **influencer marketing strategies**, sales, and customer support initiatives.
 - Enhanced sales performance by developing and implementing **targeted sales strategies**.
-

Key Skills & Competencies

- Customer Experience Strategy & Retention
 - Sales Leadership & Revenue Growth
 - Process Optimization & Efficiency Improvement
 - Team Development & Performance Coaching
 - Data Analysis & KPI Monitoring
 - Incident Management & Problem-Solving
 - Multilingual Communication & Cross-Cultural Leadership
-

Technical Proficiency

- **CRM & Customer Analytics Tools** (Salesforce, Zendesk, HubSpot)
 - **Microsoft Office Suite** (Excel, Word, PowerPoint, Outlook)
 - **Adobe Creative Suite** (Photoshop, InDesign, Illustrator)
 - **Basic HTML, WordPress, IT Troubleshooting**
-

Education & Certifications

- Leadership & Customer Service Training
 - Advanced Sales & Marketing Strategy Certification
 - IT & Helpdesk Support Certification
-

Portfolio & Achievements

- Article Publication: [OnePlus 5 Rumors](#)
 - Sales Achievement: [Outsourcing Customer Support](#)
 - Website Design: [HelloConnect](#)
-

Languages

- **Danish** (Native)
- **English** (Fluent)
- **Swedish, Norwegian, German** (Proficient)