



# ZAHRA KIRSCHBLÜTE

## Full Stack Web Development Student

### INFO

**Name**

Zahra Kirschblüte

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**GitHub**

zahrakirschblute

### EDUCATION

**Full Stack Web Development**

Chas Academy 2019-2021

**Shift Manager Course**

McDonalds Business School 2017

**Natural Science Programme**

St Eriks Gymnasium 2012-2015

### LANGUAGES

**SWEDISH**

Native tongue

**GERMAN**

Native tongue

**ENGLISH**

Fluent

### PROFILE

Ambitious full stack web development student with previous experience of being a customer service manager and marketing coordinator for two of Sweden's most fast growing e-commerces. Excited to start my new career in tech where my objective will be to become an asset to the company I will be working for.

### WORK EXPERIENCE

- 2019-2019** ● **Snusbolaget AB**  
**Customer Service Manager**
  - Optimized CS routines
  - Set KPIs for the CS department
  - Directly reported to the CLO and CEO
  - Responsible for the daily operation of the CS department
  - Proof read and edited the german speaking site, made it more SEO and customer experience friendly
- 2018-2019** ● **Desenio AB**  
**Marketing Coordinator, DACH market**
  - Booked some of the most successful collaborations with german speaking influencers
  - Had continuous contact and successful collaborations with influencer agencies
  - Ensured that the overall CoS was kept at <20 for the german market
  - Optimized routines to ensure that our influencers get the best possible service
- 2017-2019** ● **Desenio AB**  
**Senior Customer Service Coordinator, DACH market**
  - Built up the german customer service department
  - Worked with SEO to rank higher in search engines
  - Set routines and upkept world-class customer service to ensure increased sales as a result
- 2016-2017** ● **McDonald's Tornado**  
**Shift Manager**
  - Responsible for the daily operations at the restaurant
  - Made sure that our customers as well as our workers had the best possible experience

### SKILLS



HTML



REACT



PHP



CSS (SCSS)



NODEJS



MYSQL



JAVASCRIPT



ANGULAR