

CV GITTE RUGAARD

PROFILE



Possibilities are endless when you put your heart into what you do.

I am passionate about creating an inviting and vibrant environment, and get very involved in my work. I've often been described as a generalist who brings credibility to the projects I am involved in. My strongest skills are customer service, front office, sales, coordination and planning.

By nature, I am calm, open-minded, independent with a strong sense of responsibility and I carry a good deal of life experience and humor in my backpack.

I believe in ongoing improvement and find that perfectionism blocks productivity.

CONTACT

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SKILLS

Customer Service
Sales
Front Office
Planning
Coordination

IT

User of:
Word, Outlook,
Excel, Wordpress
CRM i Zendesk
og ZOHO
e-conomic

LANGUAGES

Danish: mother tongue
German: bilingual
English: bilingual
French: conversation

WORK EXPERIENCE

Jan - Dec 2023: Customer Service Agent at **Stylepit** - off-price fashion webshop.

Responsibilities: online customer service incl. claims, Track&Trace, English-Danish translations of templates for Zendesk, ongoing Trustpilot communication.

May 2021-Sep '22: Sales Assistant in the flagship store of - **Tom Rossau** - Danish lamp designer.

Responsibilities: Sales to walk-in and high-end customers, online customer service, daily booking of shipment, planning and executing outlet sales, ordering goods, duty schedule, floral decoration.
(job end due to inflation)

2017-May 2021: Freelance yoga teacher (in studios + online)

2019-2020: Sales Assistant, Exotic Mix, sales of exclusive nuts and dried fruit in *Torvehallerne*

Responsibilities: Sales to international customers, customer service, shipping of web orders, shop decoration. (job end due to lockdown)

2019: Phoner (in German), BAUGON sales of online service to German construction companies.

Responsibilities: Cold calling , building a customer database. (3 months, freelance)

2018: Account Manager/Sales Assistant, BuyNature, retail and distribution of organic and sustainable products.

Responsibilities: B2B and B2C sales, staff training in *Matas* and *Helsemin*, building customer database, organization of various trade fair visits (11 months, job end due to bankruptcy)

2017: Production Assistant VNR.TV - video production for Danish hotels and tourist attractions.

Responsibilities: building and maintaining a customer database, sales of video clips to German TV stations, assistant on shootings, transcription Eng-Ger/Ger-Eng. (6 months, freelance)

2017: Sales Assistant Danica Skincare, retail, natural skincare in *Torvehallerne*

Responsibilities: Sales of natural skin care to international customers, demonstration of skincare products and procedures, individual counselling, floral decoration. (9 months, shop closed)

2016: Sales Assistant DesignbyKalleShop, retail, sales of interior design and fashion (4 months, replacement)

2012-15: Teacher Assistant in **Pakhuset** - after-school care and kindergarten,

Responsibilities: Planning and execution of creative and musical activities, organization and execution of trips to various cultural institutions.

2011: Operations Assistant in **Østerbrohuset**, cultural- and sports center

Responsibilities: Front office incl. booking and preparation of meeting rooms, serving coffee, drinks, snacks. Planning and execution of events of all sizes from 10 - 200+ people, duty schedule, cleaning duty, fire duty, reorganizing the café to meet current standard for organic certification. (10 months/maternity cover)

2010-2011: Customer Service Agent Coming Home, Berlin housing agency, *Responsibilities:* selecting individual offers to clients, scheduling of viewings of furnished apartments, preparing contracts.

2010: Translator, Teamworks, feature film production of "Die Unsichtbare",

Responsibilities: translation of scrip (German-Danish) for actress Stine Fischer Christensen.

2008: Production Assistant, Constantin Film, production of feature "Pandorum",

Responsibilities: Coordination of housing for cast and crew in Berlin. Requisitioning of options, negotiations between housing agencies and production on behalf of production and crew. Coordination of cleaners, nannies, parking permits etc. Monitoring of budgets in collaboration with the head of accounting. Research for location premises for post-production.

2007: Production Assistant Weinstein Company+Studio Babelsberg, production of feature "The Reader", *Responsibilities:* pls see above

2006: Production Assistant/actor Spirit Film Production, production of feature "LUNIK",

Responsibilities: development and research (production and script), composition of cast and crew, actor.

2006: Receptionist, ELIXIA Fitness&Wellness, – exclusive fitness chain in Berlin. *Responsibilities:* Front office, checking members in and out, customer service.

2005-11: Jury Coordinator achtung berlin - Festival for new films from Berlin and Brandenburg.

Responsibilities: Planning, coordination and contact person for five juries, coordination and execution of jury screenings, individual timetables and meetings. Requisitioning of sponsors. Recruitment of volunteers.

2004: Production Assistant/actor Spirit Film Production, production of feature "Die Möwe",

Responsibilities: Development, research, selecting cast and crew, actor.

1994-2010: Freelance actor - theatre, film and TV - mainly in Germany.

EDUCATION

2011 BA in English Philology and Film Studies, Freie Universität Berlin.
1998 Performance Diploma in Solo-acting, Guildhall School of Music and Drama.

COURSES AND CONTINUING EDUCATION

2022 "E-commerce - Review Management", *Copenhagen Business Academy*
2020 "Wirtschaftsdeutsch", German for business, *German Danish Chamber of Commerce*
2017 "Service Ambassador in Sales Psychology and Basic Sales", *HELP@AHEAD*.
2016 "Inner Management", *Brahma Kumaris Copenhagen*
2015 "Experience Economy", *Copenhagen Business Academy*.
2014 "Basic Business Economics", *FOF København*
2011-14 *Danish Film School's Continuing Education Program*: "Communication in creative processes" Thea Mikkelsen, "Professional rights". "Digital distribution" "American TV Fiction Fix", Courses in screenwriting and screenplay development with a focus on feature films and short films.
2005-2011: various workshops at *Freie Universität Berlin*, moderation of meetings, operational economics for non-economists, conflict management.

LEISURE ACTIVITIES

Practicing and teaching yoga, various creative pursuits incl. cooking and gardening, spending time with family and friends, watching movies and TV series, spending time outdoor.

OTHER INFORMATION

Drivers license, Certificate of hygiene. References can be required upon request.