

NICOLAI KYSTER-HANSEN

PERSONAL INFO



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INTERESTS

I have a very broad interest and curiosity for digitalization and IT in general. I take online courses in programming to expand my knowledge base and skill set. This has led to a constantly rising number of industry-acknowledged certifications in a variety of different scripting/mark-up languages, frameworks and concepts, which are all viewable on my LinkedIn profile. The knowledge I gain from these courses, get put into use on my family's website, where I am the sole developer and have written every line of code single-handedly. Furthermore, I am also a science-fiction and cartoons nerd, and a stand-up comedy enthusiast, so when I need some time away from the computer, I am watching any number of different science-fiction movies/series/cartoons or stand-up comedy specials.



EDUCATION

International Baccalaureate (IB)

Higher level: Danish A, English B and Visual Arts

Standard level: Mathematics, Physics and Psychology

Nyborg Gymnasium, 2012 – 2014

Danish Primary School

Herlufsholm Skole, 2008-2009

British Primary School

British School in the Netherlands, 2004-2008

LANGUAGES



WORK EXPERIENCE



Apr 2017 – Aug 2017: Technical Support Representative – Sitel Kingston

- Supporting customers with printers, scanners and faxes. Both over the phone and via email, and in various languages when necessary
- Test of own support and customer satisfaction to ensure the highest possible level of support

Aug 2016 – Jan 2017: Software Tester – Lauritz.com Headquarters

Ensuring a high level of quality on everything the software engineers at Lauritz.com made, by performing the following tasks:

- Executing various tests, both personal and automated tests, on everything the software engineers at Lauritz.com make, both before and after it was released to the public
- Giving the software engineers input, to allow them to see the software as a user instead of simply as an engineer
- Working in close relation with the engineers to pinpoint bugs/errors and then fixing them
- Working in an Agile environment with creating/editing JIRA boards, and having daily Scrum meetings

Jul 2016 – Jan 2017: IT Support – Lauritz.com Headquarters

Helping employees in all of Lauritz.com with IT related tasks as needed, both alone, and in cooperation with others, either in person, over the phone or via email. Tasks including, but not limited to:

- Installation of work stations for new employees, including setting up new users in the Active Directory and creating/managing Group Policies
- Software installation
- Installation of printers through a print server, both installing printers on the server and on the work stations
- Solving ad hoc issues reported by coworkers

Dec 2015 – Jun 2016: Customer Service/Showroom Employee– Lauritz.com Herlev

Completing various daily tasks and providing numerous services, in the largest auction house of the Lauritz.com corporation, including but not limited to:

- Customer service - answering phone calls or replying to emails from customers in several different languages
- Assisting customers with the retrieval of their purchased items
- Aiding colleagues with IT related issues
- Arranging inventory to be both aesthetically pleasing, space saving and easy to locate

May 2015 – Jun 2015: Telephone interviewer – Tetraplan

Conducting interviews with various companies over the phone

References:

Kenneth Bune Trust
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