



METTE JONASSEN

Aspiring Data Analyst with Hospitality Management and QA Background

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<https://jonassen.nu/>

EXPERTISE

MS Word

PowerPoint

Power BI

SQL

R

Digital Marketing

Customer Loyalty

Data analysis

Business analysis

Data collection

Forecasting

Machine Learning

ABOUT ME

Aspiring Data Analyst and AP graduate in Services Management, passionate about gathering, cleaning, and analyzing data to enhance customer experiences. Committed to driving informed decision-making through data insights.

With six years of experience living in Turkey and 3 years in Sweden, I bring a diverse perspective to my professional endeavors.

As a proud mother of three, I find joy in family moments and tranquility. Balancing motherhood with hobbies like spending time with friends and walking in nature, I'm dedicated to fostering a loving home while pursuing my professional goals.

EDUCATION

○ Bachelor's Degree Programme in Applied Data Analysis

Dania Academy

2023-2025 - Current

The Bachelor's Degree Programme in Applied Data Analysis is a hands-on undergraduate program focusing on statistical analysis, machine learning, and data visualization. Students learn to extract insights from data to drive decision-making in various industries.

○ AP Degree in Services, Hospitality and Tourism management

University College Nordjylland

2021-2023

The AP Degree in Services, Hospitality, and Tourism Management is a two-year program focusing on management and service skills tailored to the hospitality industry. Students gain hands-on experience and industry placements, preparing them for roles in hotels, event management, and tourism.

○ Language Studies - High School

Næstved Gymnasium og HF

1998-2001

LANGUAGES

English ●●●●● Danish ●●●●●

Turkish ●●●●○ Swedish ●●●●○

French ●●○○○ German ●●●○○



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REFERENCES

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Cluster OSL / Quality Analyst

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WORK EXPERIENCE

○ October 2022- Present

Centific - Freelance

Amazon Customer Journey Quality Assurance

- **Quality Assurance (QA) Testing:** Demonstrated ability to test online platforms for functionality and performance, ensuring they meet quality standards.
- **Problem-Solving:** Proficient in identifying and troubleshooting language and functionality issues, effectively resolving them to maintain platform integrity.
- **Attention to Detail:** Meticulous in conducting thorough testing, meticulously documenting and reporting all identified issues for prompt resolution.
- **Analytical Thinking:** Skilled in analyzing platform behavior and identifying potential areas for improvement, contributing to the enhancement of overall user experience.

○ Translation and Localization expert

Veed.io - Freelance

October 2022- Present

- **Linguistic Adaptability:** Skilled in working with various languages and dialects, with the ability to adapt writing style and tone to maintain authenticity and relevance in target markets.
- **Cultural Sensitivity:** Deep understanding of cultural differences and sensitivities, allowing for the creation of culturally appropriate and respectful translations.
- **Timely Delivery:** Capable of managing translation projects efficiently, meeting deadlines, and delivering high-quality work within agreed-upon timelines.

○ 2022- Present

DSS-Digital Service Solution GmbH - Freelance

Danish Proofreader

- **Error Detection & Correction:** Skilled in identifying and rectifying linguistic inconsistencies, typographical mistakes, and formatting errors to produce polished and professional Danish content.
- **Style Consistency:** Experienced in adhering to established style guidelines and maintaining consistency in tone, voice, and terminology throughout the edited text to uphold brand identity and messaging coherence.
- **Deadline Adherence:** Capable of managing time effectively and meeting tight deadlines without compromising the quality of the editing process, ensuring timely delivery of error-free Danish content.

○ 2022 - Present

JellyFish B&B Hotels - Freelance

Translation and Localization expert

- **Quality Assurance:** Committed to maintaining the highest standards of quality and accuracy in translation and proofreading tasks, adhering to industry best practices and client-specific guidelines.
- **Client Satisfaction:** Dedicated to understanding client needs and requirements, fostering clear communication, and delivering results that exceed expectations, thereby building long-term partnerships and ensuring client satisfaction.

○ 2022-2023

Cluster OSL - Fulltime - Freelance

Customer care agent

- **Communication Skills:** Demonstrated ability to communicate clearly and concisely both verbally and in writing, ensuring accurate understanding of customer needs and delivering appropriate solutions or information.
- **Customer Service Excellence:** Committed to delivering exceptional customer service experiences, actively listening to customer queries, demonstrating empathy, and going above and beyond to exceed customer expectations.
- **Product Knowledge:** Possess a strong understanding of products, services, and company policies, enabling the provision of accurate information and guidance to customers during interactions.

○ 2021 - 2022

Websiteplanet - Freelance

Contentwriter/Translator/Researcher

- **Data Research and Analysis:** Conducting research on email marketing platforms involves gathering and analyzing data on features, pricing, user reviews, and performance metrics. These research skills are directly applicable to data analysis tasks in a Data Analyst role.
- **Critical Thinking:** Evaluating the effectiveness of email marketing platforms and content strategies requires critical thinking skills, which are essential for identifying patterns, trends, and insights in data analysis.
- **Communication:** Content writing and translation involve effectively communicating ideas and messages to different audiences. Strong communication skills are valuable for presenting data analysis findings and insights to stakeholders in a clear and understandable manner.

○ 2021-2022

Donoci - Fulltime - Freelance

Customer care specialist

- **Cross-Cultural Communication:** Cross-cultural communication, which fosters an understanding of cultural nuances and communication preferences. This skill is valuable for analyzing data from diverse sources and presenting insights to stakeholders from different cultural backgrounds.
- **Project Management:** Coordinating tasks, setting priorities, and meeting deadlines. These project management skills can be transferable to managing data analysis projects effectively.
- **Team Collaboration:** Ability to work effectively in a team environment. This skill is essential for collaborating with cross-functional teams in data analysis projects, where teamwork and cooperation are crucial for success.
- **Analytical Thinking:** Understanding customer inquiries and addressing their needs may involve analytical thinking, which is fundamental for data analysis tasks.

○ 2007-2020

Stay at home mom - Fulltime

MY SOFT SKILLS CV



Mette Jonassen



15195@student.eadania.dk

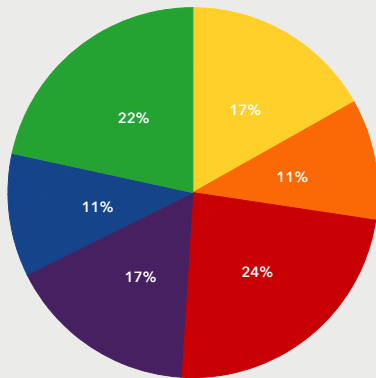
INTRODUCTION TO MY SOFT SKILLS CV

My Praise Soft Skills CV is automatically created based on my own assessment and input from my network. It describes my behavioural type, my strongest Soft Skills (behavioural traits) and how I use these to add value as a colleague.

A Praise Soft Skill profile consists of 6 behavioural types, each illustrated with its own colour, and 36 underlying Soft Skills. Most people have a dominating behavioural type but have behavioural traits from several types. If you are curious to learn more about Praise go to www.praise.com

BEHAVIOURAL PROFILE

The Praise profile consists of 6 behavioural types illustrated with 6 colours. The distribution is shown in percentages and is calculated based on my own assessment and feedback from my network.

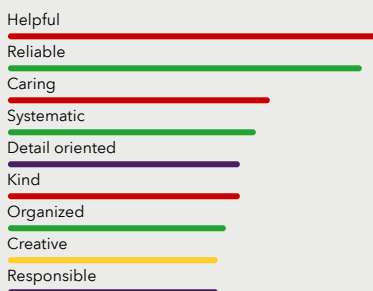


People in my network who provided feedback:

6

SOFT SKILLS

The Soft Skills graph shows a distributed and weighted list of my top Soft Skills (behavioural traits) based on my own assessment and feedback from my network. There are 36 different Soft Skills in total, of which you see my 9 highest ranked.



HOW I ADD VALUE

As a colleague, I am generally democratic, and I would like to participate in a discussion of the current problems in the department or company. I think that conflicts can do serious damage to the working environment, and therefore, I believe that friendliness is the way forward.

Furthermore, I like work process streamlining to make sure that everybody follows the same well-defined processes and routines.

HOW I AM MOTIVATED

I am significantly the red colour; therefore, I mainly focus on creating inclusion for the people in my proximity, meaning that I am motivated by giving and receiving true care. If the empathetic brain is to work at its best, there must be a cosy and non-competitive environment.

MY BEHAVIOURAL TYPES

RED - HELPFUL

As a red person, I am good at creating a comfortable atmosphere. I empathise with others, am good at listening and am generally tolerant towards other people.

GREEN - REALISING

As a green person, I am good at working step by step and organised. I have a good overview and the ability to work in an organised and practical way.

YELLOW - DEVELOPING

As a yellow person, I often act as a source of inspiration. I display great passion for developing the existing situation and I have a strong drive.

MY TYPE COMBINATIONS

RED + GREEN

Knowing my work colleagues is important to me because I need to have an overview and know exactly how we are going to organise ourselves. I include the people surrounding me, and I like to take charge of practical issues.

RED + YELLOW

I support development and although I might seem impatient, I am always friendly because being friendly is a prerequisite for good cooperation.

GREEN + YELLOW

I think creatively and work most efficiently on my own. I need to know my framework so that I can figure out how to break boundaries.

MY 4 STRONGEST SOFT SKILLS

HELPFUL

I like helping others whenever needed. In my work, this means that I am willing to support others and lend a helping hand, even if this is not necessarily expected of me. In addition, I might even compromise my own goals if this helps others to achieve theirs.

CARING

I am a very considerate person. In my work, this means that I usually have good social skills: My approach to other people means that I generally maintain good relations to my surroundings and that I usually find it easy to join new teams and social environments.

RELIABLE

I am good at sticking to agreements. In my work, this means that my actions are usually reliable. The consistency that I am known for means that people entrust me with tasks that are important or require consistent execution to add value.

SYSTEMATIC

I am good at creating and acting according to a specific system. In my work, this means that I am good at prioritising and organising my task approach. This makes me more efficient, especially with regard to gaining an overview of large amounts of information.