



## SIMONE KJÆR KØLBÆK

### PROFILE

I am a development-oriented, independent, structured, and detailed communicator with a focus on dissemination to different audiences.

I can offer solid knowledge and experience in relation to customer contact in particular, preparation of press releases, news articles and web communication as well as general dissemination and communication tasks.

### CONTACT

**Phone number:** 51536269

**Mail:** Simone.kjaer@hotmail.com

**Birthday:** 17-01-1994

**LinkedIn profile**

<https://www.linkedin.com/in/simone-k%C3%B8lb%C3%A6k-54075b14b/>

### EDUCATION

**Master of arts in English Business Language and International Business Communication, Aarhus University**

2019-2021

**Academic focus:**

- Internal and external communication
- Economic communication
- Technical communication
- Employer branding
- Digital communication
- Web-based communication
- Marketing
- SoMe
- Translation and revision
- Intercultural market communication
- Stakeholder relations in an intercultural perspective
- Political communication
- Text production processes and workflows in companies and organizations

**Bachelor in International Business Communication in English and Spanish, Aarhus University**

2016-2019

**Academic focus:**

- Political communication
- Internal and external communication
- Communication theory - all forms of communication
- Web-based communication
- Digital communication
- CSR communication
- Production and translation of professional text genres (online and offline), such as emails, content on commercial websites, newsletters, press releases, managers, technical documentation, business and academic summaries, project reports and academic articles.
- Legal translation, Spanish
- Spanish professional language text production
- Latin America: Social, business and communication with the market - to analyse selected aspects of political, social, economic, and business conditions in Latin America and assess their implications for trade and other interaction with Latin America. As well as producing adequate professional language texts in Spanish in relation to trade with the Latin American market
- Spain: Society, business, and market communication - to analyse selected aspects of political, social, economic, and business conditions in Spain and assess their importance for trade and other interaction with Spain. As well as producing adequate professional language texts in Spanish in relation to trade with the Spanish market, including the production of web texts.
- Organizations and their context - organizations, their design, and their behaviour.

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## WORK EXPERIENCE

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### **Student Assistant, Invoice and Travel, Administration and Service Agency (Tax Administration)**

**February 1, 2020 - June 30, 2021**

In this position, I have worked to ensure that incoming invoices sent to the correct consignee, including the receipt and invoice approval in SAP to achieve proper accounting, reconciliation, and payment. I have worked with technical communication in the form of developing user guides.

I have also worked with handling credit notes and reminders in journal mailboxes, where I have performed financial communication internally and externally, in Danish and English.

### **Student worker in the communications team (tax administration)**

**June 18, 2018-31. January 20 20**

In this position I worked with internal communications, including the preparation of articles, posters, Staff news, newsletters, and board presentations and more.

I worked with obtaining data by telephone regarding internal service and have thereby worked analytically and statistically in the processing of data for reports on this.

I also worked with data transfer to SharePoint as well as website design and communication as well as journaling in Captia.

### **Communication and Sales Officer, Krifa (Trade Union)**

**30. November 2015 - 30. August 2017**

In this position I worked with guidance and sales of trade union, unemployment insurance, wage insurance and insurance by phone and email.

In this position, I contributed to external communication through the guidance of customers who called in for guidance on problems in their workplace and regarding the rights of the by being a member of a trade union, unemployment insurance fund, wage insurance, and insurance. I worked with communication through the preparation of guidance through e-mail correspondence and through telephone contact after contact with the customer to provide the best possible guidance.

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## SKILLS

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**Written and oral communication:** Through my studies and work, I am trained to handle all written and oral communication. I can make myself understood at all levels and can put myself in the place of customers and help them at their level.

**Customer service:** Through my previous jobs, I have had contact with customers who have contacted me, which means that I am able to understand, explain and find a solution to customers' problems.

**Project management:** Through my study, I have submitted various projects, all of which had a fixed deadline. The various projects have been made with three fellow students, where the art has been to

coordinate, plan and align expectations, so that we steer towards the same goal and fulfil everyone's ambitions.

**Ambitious and committed:** I always work committed and want to improve myself and my work. I enjoy being a nerd, and it is important for me to get better at my job all the time - even though it might mean I only go home at 18 instead of 16 or meet before.

**Flexible:** The main thing for me is that my colleagues and I succeed in our common goal - even if it requires some reshuffling of duties, overtime and help other colleagues.

**Results-oriented and detail-oriented:** It is important to me that I reach my goals in the job. This applies to both the goals that my boss sets for me and the goals that I set for myself. It gives me renewed energy and a huge shot of motivation to reach my goals.

**Analytical:** I analytically in my work when I examine the challenges and problems, and then I find a solution promptly and effectively both independently, with my colleagues and external business partners.

**Many balls in the air and keep the overview:** I like when it is going on and I must achieve several things within a short deadline. I always find a solution to challenges and my tasks.

**Team Player:** I work well in a team as this to share knowledge with my colleagues play an important role in solving problems. It requires a lot of coordination, communication, and a willingness to share knowledge to solve our cases.

**Self-employed:** I thrive on influencing my own working day and deciding for myself what are good solutions for my clients. I always stay within the overall agreed framework and goals - and make sure to fill the framework by applying my common sense.

**Initiative-rich:** I thrive in an environment where there are high ceilings and room for new initiatives and ideas, as I thrive on optimizing and taking initiatives to improve workflows so that tasks are performed most optimally for myself and my colleagues.

**Structured:** It is important for me to solve my tasks in a structured way. In concrete terms, this means that I spend the first five minutes identifying and prioritizing the most important tasks that I must solve today. And those tasks always end up being solved.

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## LANGUAGE PROFICIENCY

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**Danish:** Mother tongue

**English:** Fluent both orally and in writing

**German:** Fluent in writing and conversational level orally

**Spanish:** Fluent in writing and conversational level orally

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## IT SKILLS

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**SAP:** Experienced user

**SharePoint:** Super user

**Office suite:** Super user

**Adobe photoshop and InDesign:** Experienced user

**Video editing:** Experienced knowledge