

Anne-Claire Koch

3rd Year Software Development
Student in Kristianstad

01.23.1991
French citizenship, with a Swedish PN
Lund, Sweden



PROFIL

I am a dedicated and reliable third year software development student, characterized by a strong work ethic and a keen enthusiasm for learning and professional growth. With educational foundations in software development principles, I am actively seeking full-time position work opportunities in full-stack development or mobile development where I can apply my theoretical knowledge in a practical setting.

Languages

French (Native)
English (Fluent)
Swedish (B1 Level -
Certifikat)
German (Intermediate)

General Skills

Agile Methodologies
Clean Coding
Project Management
Time Management
Version Control

Professional Experience

Senior Guest Service Manager

*Radisson Collection Hotel in Copenhagen, Denmark | 07/2021
– 08/2022*

Led the Front Office team with a focus on operations and customer satisfaction, developing a collaborative and high-performing team environment. Managed complex shift operations, service processes, and resolved guest concerns efficiently with strong leadership, problem-solving, and organizational skills. Coordinated cross-functional teams to meet the unique needs of VIPs and key guests

Concierge & Front Office Agent

Nimb Hotel in, Copenhagen, Denmark | 06/2019 - 07/2021

Developed advanced decision-making and problem-solving skills while managing guest interactions, including addressing customer feedback on digital platforms. Successfully executed independent and team-led projects aimed at improving client satisfaction, showcasing initiative, adaptability, and teamwork.

Organized personal itineraries and events, requiring meticulous attention to detail and efficient communication skills.

Front Desk & Guest Relations Supervisor

*Hotel d'Angleterre in Copenhagen, Denmark | 01/2017 -
06/2019*

Designed and implemented VIP and loyalty programs to improve customer retention and satisfaction. Introduced emotional engagement training to enhance team communication and interpersonal skills. Took on a leadership role by training new employees and managing administrative tasks such as scheduling and resource allocation. Demonstrated adaptability and quick decision-making as Duty Manager, ensuring smooth operations and effectively addressing challenges.

Education

Bachelor's Degree in Software and Development

*Kristianstad Högskolan in Kristianstad, Sweden | 08/2022 to
present*

Relevant coursework:

- **Mobile Development:**

Courses included Mobile Application Development, Front-End Development, Back-End Development and Agile Development. **Project:** Collaborated with AB Lotusmodellen to develop a mobile application aimed at raising addiction awareness among youth. The project emphasized fostering open discussions and encouraging users to seek help. Gained experience with Jetpack Compose, Kotlin, and teamwork in an agile environment.

Skills

Python
Java
JavaScript
Kotlin

Next.js
Node.js
React
Express.js
Tailwind CSS
HTML 5
CSS 3

Git
Figma
Vercel
MongoDB
Firebase
MVVM Architecture

Links

LinkedIn:
<https://www.linkedin.com/in/anneclairkoch/>

GitHub:
<https://github.com/anclko>

Live resume/portfolio:
<https://anclko.com/>

- **Full-Stack Development:**

Courses included Full-Stack Development, Back-End Development, Databases, Algorithms and Data Structures, and Object-Oriented Programming.

Project: Built a web application for interactive flashcards designed to make learning engaging and fun. Utilized the MERN stack (MongoDB, Express.js, React, and Node.js), honing skills in full-stack development and user-focused design.

(<https://www.funbyte.eu/>)

Bachelor's Degree in Tourism and Business Management

Vatel International Business School, Nimes, France
09/2009 to 07/2012

Graduated as Valedictorian. The program covered business operations, management strategies, and customer relations within the hospitality and tourism industry. Key subjects included marketing, financial management, human resources, and event planning. Gained practical experience through internships and group projects, developing problem-solving, teamwork, and organizational skills.