

# Sara Gents

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## Summary

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**Resourceful** original Media & Design graduate and highly-engaged **team player** driven by delivering **outstanding customer service**. Recently returned to Europe after a Pacific Ocean crossing. **Technical and consultancy experience** from working overseas at travel agencies in the Netherlands and New Zealand. **B2B Customer Service** and **IT competent**. Furthermore, an honest and respected team member and someone that can be depended on to ensure complete colleague and **customer satisfaction**. Flexible, **adaptable**, with a **cheerful** and friendly personality.

## Competencies

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**Customer Service & Teamwork**- Always showing initiative to expand and transform business from user feedback, or ideas from the team. Constantly striving to improve customer relationships and increase business growth.

**Media & Digital Marketing** - Started very young with b/w photography onto printing, video editing in Adobe Premiere Pro, logo design in Adobe Illustrator and Photoshop. Bachelor degree in Multimedia Design and another in Media theory and production.

**Languages** - Spoken and written fluency in Danish, and English. Advanced level in French, Norwegian and Swedish. Intermediate in Spanish.

## Personal & professional achievements

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08.2009-Present **Fejøl Cider, Digital Marketing Administrator, Fejøl, Denmark**

- Tripled the amount of unique visitors on [www.fejoecider.dk](http://www.fejoecider.dk) by creating a new website, and thereby increasing revenue and reaching more people on our social media platforms.
- Increased demand from high-end restaurants for our cider by actualizing our product via printed and digital marketing, ensuring all digital platforms were consistently branded. This contributed to increasing liters of cider sold from 10.000 to 30.000 liters over a two year period.

**11.2016–03.2017 THL Tourism Kiwi Experience, Back Office Reservation Consultant, Auckland, New Zealand**

- Supported the implementation of a process change from paper to digital, thereby reducing administration time by 50%.
- Achieved the highest ranking in sales during the peak week of Kiwi Experience in a team of 13 by individually raising revenues with NZ\$4,903 in only four days.

**09–12.2015 Travelbird, Travel Advisor, Amsterdam, The Netherlands**

- Achieved 100% weekly customer and agent satisfaction by written gratitude from customers taking over 100 calls a day from passengers, hotels and third-party companies.
- Managed over 10 critical enquiries daily that would have been complaints had I not succeed in restoring customer satisfaction.

**03-04.2014 Turkish Translation Office, Junior Translator and Marketing for the Nordics, Istanbul, Turkey**

- Independently completed the translation of news from the Danish Radio (DR) daily within 3 hours to the English speaking residents of Istanbul.
- Created two new partnership opportunities for the business by pro-actively seeking and contacting relevant firms.

**03.2014-03.2015 AIESEC, Team leader of 10 students at the Incoming Exchange Department, University of Southern Denmark**

- Led and coordinated a team of 10 colleagues to review applications of foreign apprentices, undertake interviews and place selected candidates in Danish IT companies.
- Facilitated the placement of over 30 highly skilled foreign apprentices in 10 Danish IT companies.
- Supported the team with assessing employment contacts and oversaw travel arrangements including immigration and accommodation.

**09-12.2010 Universal Pictures, Multimedia Design assistant, Copenhagen**

- Attracted more industry influencers and stakeholder for each Universal movie by modernizing the graphics on the newsletters and digital invitations.
- Managed a red carpet event at one of the biggest cinemas in Copenhagen for the premiere of the documentary 'This Is It'. Attracted media attention by managing an online competition reaching out to over 50.

## Education

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- **University of Southern Denmark** (September 2012 to 2015) Bachelor in Media with extracurricular subjects in advanced Norwegian, Swedish and Danish. Recieved top grade (10/12) on my BA project "Ethics in journalism".
- **University of Design & Technology**, Copenhagen (September 2009 to 2011) Graduated in Multimedia Design, with major in organization theory and Adobe Premiere & Photoshop.
- **Training Ship Denmark** (July 2008 to February 2009) Living onboard a traditional tall ship for 8 months. Graduated as Ordinary Seaman. Practical seamanship.

## References

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A reference for Sara Gents.

Sara worked at Kiwi Experience for 3 months on arrival to New Zealand. Her bubbly personality was contagious, constantly keeping the team giggling and laughing. She was punctual and committed to completing her position to the best of her capabilities, has a high standard of customer service and handled the high stress environment well.

Sara's position as a Kiwi Experience Reservations Consultant consisted of various duties including administrative activities, call centre agent, and sales agent. Sara now has an in-depth knowledge of the Kiwi Experience product and combining this with being multi-lingual helped her create value for Kiwi Experience.

For more details about Sara's role and position, feel free to contact me on 09-336-4286

Kind regards,  
Vaughan Gribben,  
Reservations Manager  
Kiwi Experience



### Letter of recommendation

To whom this may concern,

It is my pleasure to recommend Sara Gents, her performance working as a Travel Advisor for TravelBird proved that she will be a valuable addition to any company. Sara was employed in our office from 14-09-2015 to 09-12-2015.

Since its inception in 2010 TravelBird has expanded rapidly featuring the most competitively priced holidays online catered to 10+ European markets. The offers vary from sun holidays and theatre tickets, to wellness and spa treatments.

Her responsibilities have included: Answering challenging questions from customers, travel agents, tour operators and hotels and help them to solve their problems.

Sara did a great job in this position. She has great written and verbal communication skills, is well organised and can work independently. Sara is able to face different tasks and priorities under high pressure, she is able to make decisions on her own, but also if needed she consults with others. To me Sara is a person with good logic, common sense, empathy and an eye for details.

I was very glad to have Sara in my team and I recommend her for any kind of job she chooses without any reservations

I wish Sara all the best for her future and would like to thank her for her effort and contributions

Amsterdam, 13-06-2016

Tine B. Pedersen  
Country Manager Denmark

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*Tine Pedersen*  
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