



Hugo Hiemstra

All-round creative in design and marketing
BSc Communication and Multimedia Design

People describe me as spontaneous,
social and creative. I have a problem
solving mindset and am always
eager to learn.

Work experience

May 2024 - Present
Volvo Customer Agent

Skills: Salesforce, Customer satisfaction, Problem-Solving.

> Delivering excellent customer service by providing clear communication and solving problems quick and efficient.
Specialised in Finances and Social Media.

October 2023 - April 2024
Study consultant at Salta Group

Skills: CRM, Communication, Cooperation, Coaching.

> Guiding working students through the online learning platform by answering questions and solving problems.
Being well known in the CRM of the company and great cooperation between departments.

Februari 2022 - February 2023
Marketing DevOps Engineer at 2ManyDigits

Skills: Analytical, Creative, Problem-solving, Communicative, Technical.

> Effectively solving marketing and social media problems. Independently assisted multiple large companies with setting up a successful marketing automation plan. Professional communication with the customer and keeping appointments. Giving presentations and holding daily stand-ups.

Februari 2023 - Present
WordPress website design. Independent

Skills: Front-end Design, Customer relationships, Technical.

> Mainly made graphic proposals and took the lead in my own hands. Responsible for the technical part of creating and designing a website. Successfully informed clients using self-made instructional materials. Implemented SEO and SEA for more online visibility.

Education

2018 - 2023
HBO Bachelor Communication and Multimedia Design at Avans University of Applied Sciences
- Minor Data science at Rotterdam University of Applied Sciences
- Minor Data visualization at Avans University of Applied Sciences
- Internship 6 months Content creator at Buro30

2016 - 2017
HBO Propaedeutic Diploma in IT at Windesheim University of Applied Sciences
- Scrum
- Coding HTML/CSS/PHP

Skills

Team player
Finding quick solutions and thinking outside the box
Resilient under stress
Wide-ranging interests
Technical insight

Hobbies

Making digital music
Attending festivals/concerts
Traveling/Backpacking
Playing video games
Working out/running

Hardskills

Adobe family
Salesforce (Marketing Cloud & Pardot)
Arduino IDE
HTML/CSS
Wordpress & Divi

Languages

Dutch	C2
English	C1
German	B2