

Lucas Hjortkjaer

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STRENGTHS AND SKILLS

- Competitive, goal-oriented, and high achieving individual
- Ability to listen, learn, and execute complex tasks
- Outstanding communication skills and helps create positivity and enthusiasm within teams

EDUCATION AND CERTIFICATIONS

Midland University – Fremont, NE

January 2023 - May 2026

Bachelor of Science Degree in Business Administration

Bachelor of Science Degree in Business Intelligence & Technology

GPA: 4.0

Certifications

Apple Teacher Certification - Apple

January 2023

Inbound Marketing Certified - HubSpot

March 2023

EXPERIENCE

Midland University – Fremont, Nebraska

Resident Advisor

August 2023 - Present

- Create an inclusive and warm environment for the 42 residents I oversee.
- Promote a positive living environment by actively engaging with residents weekly to ensure adherence to community guidelines
- Provide support and guidance to residents, fostering a sense of community while addressing any concerns or conflicts that arise while being on call.

Service Desk Level 2 Agent

January 2023 - Present

- Assist students with technical hardware and software issues.
- Facilitate and teach students how to utilize library resources and leverage knowledge-management tools.
- Collaborate with the University IT team to help execute software and firmware updates.

Elgiganten – Roskilde, Denmark

Apple Champion

September 2022 - December 2022

- Served as an Apple-appointed ambassador to increase sales numbers and organizational reputation.
- Informed and assisted coworkers and customers with Apple-related questions and problems.
- Underwent daily, weekly, and monthly knowledge assessment activities to stay up to date concerning new product releases, technological specifications, and everyday problem fixes.

Salesman

January 2022 - December 2022

- Assessed customer needs and ensured optimal product selection.
- Responded to customer inquiries and technical problems.
- Executed inventory-related business processes to maintain an engaging work setting.

Netto – Hvalsø, Denmark

Sales Assistant

September 2020 - July 2021

- Supervised a small team to ensure team members kept on task.
- Managed the receipt of product shipments and organized inbound inventory.
- Tasked with closing the entire store per organizational policy and procedures.

Cashier

June 2020 - September 2020

- Used strong interpersonal skills to professionally manage customer complaints.
- Physically managed financial transactions between the organization and customers.
- Restocked items and ensured a clean and organized work environment.

ACCOMPLISHMENTS AND AWARDS

- Athletic scholarship recipient for Track & Field and Cross Country to Midland University.
- Midland University President's List in spring 2023, fall 2023, and spring 2024.

INVOLVEMENT AND SERVICE

- Participant in the Global Warriors Program at Midland University, working to bring awareness to all the students from across 37 sovereign nations. Currently serving as treasurer for the group.
- Elected to Student Senate at Midland University, representing the student body by voicing concerns and suggestions, providing feedback during Senate meetings, and facilitating communication with university administrators.