



TEA WESTER

ADMINISTRATOR
& DIGITAL ANALYTICS STUDENT

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PROFILE

I am an experienced administrator with a passion for creating structure and productivity. With over 5 years of experience in the field, I have developed a broad competence in administration, coordination and data management. I have started my journey as a digital analyst and am looking forward to seeing how my skills can collaborate with my new knowledge.

EDUCATION

Digital Analytics Specialist

IHM Business School Malmö

2024-2026

Social science program with orientation behavioral science

Sjölins Gymnasium
Södermalm

2015-2018

EXPERTISE

- Support
- Structure
- Efficiency
- Sales

LANGUAGE

- English
- Swedish

WORK EXPERIENCE

Business Support and Certification Coordinator

Intertek Semko

Sep 2022 –
present

- Responsibility for customer support via email and phone calls.
- In house support and collaboration with all functions.
- Administrative work in five active databases.
- Responsible for monitoring and follow-up on database activities.
- Creating work instructions up to date and constantly improving routines.
- Individual responsibility for production and delivery of certificates for over 500 clients.

Drug Safety Associate

Swedish Orphan Biovitrum

Jun 2018 –
Nov 2021

- Sending follow-up queries for reported side effects and adverse events.
- Logging of case reports received from different sources.
- Establish a working manual for the follow-up process and training staff at the department.
- Logging and extracting case reports from the internal database for reporting to authorities in accordance with regulatory requirements.
- Supporting at audits and inspections.

Receptionist & Member Advisor

Saga Motion

Sep 2022 –
Sep 2023

- Creating a welcoming environment as the first point of contact.
- Effectively addressing inquiries, resolving issues and providing information about gym services and programs.
- Responsibility for customer support via email and phone calls.
- Processing membership applications and fees.
- Conducting financial transactions.

Operation Associate

Sellpy

Sep 2018 –
Feb 2019

- Sorting, handling and packaging of gadgets and clothes.
- Precise and effective performance to increase customer satisfaction.
- Effective performance to meet team goals.
- Staff responsibility for new employees starting every week.