

## Contact Information

### Email

r.johannsen26@gmail.com

### Address

Avenue du Lemman 35b, 1025  
St-Sulpice, Switzerland

### Phone

+41 79 351 11 03

### Date of birth

2004-08-26

### Nationality

Swiss, German, American

### Link

<https://www.linkedin.com/in/ross-johannsen/>

## Skills

Problem-Solving

Customer service

Teamwork

Leadership

## Languages

### English

Native

### French

Native

# Ross Johannsen

BSc Business and Management student, University of Exeter

## Work Experience

Verbier, Switzerland

Dec 2021 - Apr 2022

### Ski Instructor (part time)

#### École Suisse de Ski Verbier

- Responded attentively to student concerns or challenges, offering guidance and reassurance to help them overcome obstacles and build confidence in their skiing skills.
- Handled customer complaints with empathy and composure.
- Utilised strong observation skills to identify areas for improvement in students' technique, providing constructive feedback and tailored guidance for skill enhancement during ski instruction.

St-Sulpice, Switzerland

Jun 2020 - Jul 2020

### Shop Employee (summer job)

#### Sportmania

- Assisted customers in locating and selecting the right sports equipment or gear, offering knowledgeable guidance and product recommendations.
- Restocked and organised merchandise shelves and displays, ensuring products were readily available and easily accessible for customers.
- Engaged in active listening and effective communication to understand customers' needs and preferences, providing tailored assistance and product recommendations to enhance their shopping experience.

## Education

Exeter, Devon, United Kingdom

Sep 2022 - Present

### University of Exeter

#### BSc Business and Management with Industrial Experience

Lausanne, Switzerland

Aug 2015 - May 2022

### International School of Lausanne

#### International Baccalaureate (IB)

**Grade: 34**

**Higher Level Subjects:** Economics, Global Politics, French.

**Standard Level Subjects:** Chemistry, Mathematics Applications & Interpretation, English Language and Literature.

**Activities:** Ski Team, Football Team, Basketball Team

**Projects:** Co-Leader of FairPlay Sports Day.

Lausanne, Switzerland

Aug 2008 - Jun 2015

### Collège Champittet

#### Primary Education