

DANIEL JACOBSON

MBA Graduate

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EXPERIENCE

Internship

Commercial office at Embassy of Sweden

Jan 2016 - June 2016 Tokyo, Japan

Internship

- Conducted market research and analysis of the Swedish market for two large Japanese retail companies.
- Contributed with strategy reports and recommendations for many small Swedish companies coming to Japan.

Salesperson

IKEA Kobe

2014 - 2016 Kobe, Japan

Weekend part-time job at a Japanese IKEA store where I learned about many differences about the working cultures of Sweden and Japan.

Customer relations specialist

IKEA Barkarby

2012 - 2014 Stockholm, Sweden

A full-time job at the customer relations section at a Swedish IKEA Store:

- Maintaining customer loyalty and trust in the IKEA brand.
- Helping and negotiating with customers about cases and issues occurred after sales.
- Conducting IKEA Customer Service Survey (ICSS).
- Developing the Pick-IN-Store (PINS) working methods.

Customer relations specialist

Keolis

2009 - 2012 Stockholm, Sweden

Part-time job at support center.

LANGUAGES

Swedish



English



Japanese



German



ACHIEVEMENTS



Deciding to

follow my dream and go to Japan to take MBA degree.



Winning price

for the best finance essay in Sweden.

PASSIONS



Gathering goshuin from Japanese temples and shrines



Reading company reports and investing in stock market

EDUCATION

Master of Business Administration (M.B.A)

Doshisha University

2014 - 2016 Kyoto

- General management with courses such as research methodology, CSR, marketing research and statistics.
- Learned to use tools such SPSS and Atlas.ti for both quantitative and qualitative research.
- Master thesis: 3D Printing in retail: A case study of IKEA

B.S in Business & Economics

Sodertorn & Stockholm University

2009 - 2012 Stockholm

- Major in International Business.
- Minor in Japanese Language.