



## Silvana Lindholm

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**Address:** Helsinki, Finland (Home)

### EDUCATION AND TRAINING

25/03/2025 – CURRENT Helsinki, Finland

**VOCATIONAL QUALIFICATION IN INFORMATION AND COMMUNICATION TECHNOLOGY** Business College Helsinki

**Website** <https://en.bc.fi/> | **Field of study** Information and Communication Technologies

14/08/2017 – 31/05/2019 Helsinki, Finland

**VOCATIONAL QUALIFICATION IN TEXTILE AND CLOTHING – CLOTHING** Stadin Vocational College

2002 Helsinki, Finland

**ENTREPRENEURSHIP COURSE** Marketing Institute

2002 Sofia, Bulgaria

**IATA/UFTAA TRAVEL AGENT PROFESSIONAL QUALIFICATION AND AMADEUS RESERVATION SYSTEM TRAINING** IATA/UFTAA

1988 – 2000 Sofia, Bulgaria

**FLIGHT ATTENDANT AND AIRCRAFT TYPE TRAINING – LUFTHANSA, SAS** Balkan Bulgarian Airlines

1981 – 1986 Sofia, Bulgaria

**HIGH SCHOOL DIPLOMA** French Lyceum

### WORK EXPERIENCE

**STORE MANAGER, WOMEN'S FASHION – TAPIOLAN JUHLAPUKU OY** – 12/09/2021 – 23/06/2024 – ESPOO, FINLAND

- Overall responsibility for the operations of the women's fashion store
- Sales and customer service in the men's formalwear store
- Sales and customer service in the outlet for formalwear
- Phone and email communication, managing the appointment system
- Sales, marketing, and customer service
- Order tracking
- Supervising seamstresses and new employees
- Custom-made dresses for women
- Sewing alterations
- Ironing and packing of dresses
- Ensuring store functionality, cleanliness, organization, decoration, and inventory

**SALESWOMAN – ONLINE STORE FOR WEDDING AND PARTY SUPPLIES** – 01/06/2019 – 11/09/2021 – HELSINKI, FINLAND

Marketing, product creation, and sales

**ARCHIVIST – HEALTH AND SUBSTANCE ABUSE SERVICES, LAUTTASAARI HEALTH CENTER** – 25/04/2016 – 24/10/2016 – HELSINKI, FINLAND

Updating patient information and general office tasks

Marketing, product creation, and sales

**AFTER-SCHOOL PROGRAM INSTRUCTOR – H&S INTERNATIONAL SCHOOL OY** – 25/02/2013 – 31/05/2013 – ESPOO, FINLAND

Responsible for school afternoon group activities

**INTERN – SUOMI-SEURA TRAVEL AGENCY OY** – 15/05/2012 – 20/02/2013 – HELSINKI, FINLAND

Marketing and office duties

**MATERNITY LEAVE** – 01/01/2008 – 14/05/2012

**ENTREPRENEUR – BRIDAL STORE TAHDON OY** – 01/02/2003 – 31/12/2007 – HELSINKI, FINLAND

Design and sale of bridal and evening dresses, sales team leader, customer service, marketing, trade fairs, procurement, and inventory

## • **LANGUAGE SKILLS**

Mother tongue(s): **BULGARIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>FINNISH</b>	C1	C1	C1	C1	C1
<b>ENGLISH</b>	B2	B2	B2	B2	B2
<b>FRENCH</b>	B2	C1	B1	B1	B1
<b>RUSSIAN</b>	B1	B1	B1	B1	B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

## • **SKILLS**

Node.Js, React.Js | HTML | CSS | vanilla javaScript | SQL | PHP | WordPress | Web Design & Web Development | product comprehension | operate cash register | provide customer follow-up services | teamwork principles | characteristics of services | listen actively | supervise merchandise displays | order supplies | management | manage staff | customer service | sales | marketing | Order tracking | Microsoft Office | Outlook | Windows | Microsoft Word | Microsoft Excel | Excel | Facebook | Instagram | YouTube | Twitter, | LinkedIn | Google Drive | Google Docs

## • **RECOMMENDATIONS**

**Laura Järvinen** Vocational Teacher in Business College Helsinki

*Experience in recruitment, education, guidance, and motivation*

Email [jarvisenlaura@gmail.com](mailto:jarvisenlaura@gmail.com) | Phone (+358) 505559592

## • **HOBBIES AND INTERESTS**

**swimming, tennis, cycling, travel** Social and outgoing, active team player, problem solver, coding, handicrafts, and designing women's clothing.

Write here the description...