



Silvana Lindholm

Phone number: (+358) 408269905 (Mobile) | **Email address:** silvanalindholm@hotmail.com |

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

RETAIL SALES ENTREPRENEUR – ONLINE BRIDAL AND FORMALWEAR SHOP – 01/06/2013 – 24/04/2016 – HELSINKI, FINLAND

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	
FINNISH	C1	C1	C1	C1	C1
ENGLISH	B2	B2	B2	B2	B2
FRENCH	B2	C1	B1	B1	B1
RUSSIAN	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 | Phone (+358) 505559592

● HOBBIES AND INTERESTS

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

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