

AIDA KOKKO

Tampere, Finland | aida.kokko@outlook.com | [LinkedIn](#) | aidakokko.fi

With over seven (7) years of diverse experience in operations management, graphic design, HR, customer support, and documentation. Backed by a degree in IT and known for a methodical, behind-the-scenes approach to problem-solving, with a growing interest in data workflows and digital tools that improve organizational efficiency. Motivated by roles that prioritize structure, focus, and meaningful contribution over visibility.

PROFESSIONAL EXPERIENCE

Conference Assistant, [Glaston Oyj](#) (Tampere, Finland) **Mar 2023 - Jun 2023**

- I gained insight about event planning software and internal collaboration tools, as well as created the conference cue sheet for six parallel sessions.
- Resolved last-minute issues on-site, ensuring seamless experiences during the conference.

Operations Administrator, [Al Salam Private School & Nursery](#) (UAE) **Sep2017 - Sep 2018**

- Implemented a centralized communication platform, which boosted information transmission among 65 operations staff, increasing collaboration and transparency.
- In three months, I organized and completed at least 50% of the school's operations process goals, which included facilities management, maintenance schedules, cleaning services, security, and school activities.

HR Admin Assistant, [Integra Recruiters Asia, PTE LTD.](#) (Singapore) **Aug 2015 - Aug 2016**

- Onboarded 50+ new hires by managing documentation collection, including work visas, drug testing, and medical reports, ensuring 100% compliance with Singapore's ministry of manpower regulations and reducing onboarding time by 15%.
- Sealed a subcontract deal with Dragages Singapore Pte Ltd, one of Singapore's largest construction firms..

Junior Graphic Designer, [Charisma Elite Marketing](#) (Malaysia) **Jan 2014 - Jun 2015**

- Designed and prepared visual materials for print and digital formats, including brochures, business cards, flyers, and large-scale signage.
- Ensured high-quality output by performing prepress checks and adhering to color, resolution, and print standards.

Customer Support, [Qualfon Inc.](#) (Cebu, Philippines) **Jul 2010 - Mar 2012**

- Analyzed 200+ customer interactions to identify top escalation reasons.
- Assisted with phone connectivity issues using SIM card and device activation, network diagnostics, ticketing systems, and network monitoring tools.

Technical Writer, [MedSpecialized](#) (Cebu, Philippines) **Jan 2009 - Nov 2009**

- Created technical manuals, user guides, and product documentation in collaboration with software developers and software testers.
- Translated complex technical information into clear, user-friendly content for internal and external audiences.

EDUCATION

International Business and Logistics **Oct 2022 - May 2023**

Tampere University of Applied Sciences

- Case study on "Celltech Battery Solutions to Brazil".

Bachelor of Science in Information Technology **Jun 2003 - Mar 2007**

University of the Visayas, Philippines

- Thesis on "Automated Gasoline Dispenser."

SKILLS

- **Technical Skills:** Adobe Photoshop & Illustrator, Canva, Figma, Python, PostgreSQL, HTML
- **Language:** Suomi (B1.1), English(Fluent), Tagalog & Cebuano (Native).