

AIDA KOKKO

Tampere, Finland | aida.kokko@tuni.fi | [LinkedIn](#)

Detail-oriented and dependable operations professional with diverse experience in education, HR, events, and documentation. With an IT degree and hands-on skills in administrative systems, visual communication, and technical writing. Known for being composed under pressure, organized, and dedicated to streamlining internal procedures and supporting team success from behind the scenes. Motivated by roles that prioritize structure, focus, and meaningful contribution over visibility.

PROFESSIONAL EXPERIENCE

Conference Assistant, Glaston Oyj (Tampere, Finland)

Mar 2023 - Jun 2023

- Gained exposure to event planning software and internal collaboration tools.
- Resolved last-minute issues on-site, ensuring seamless experiences for attendees, staff, and partners.

Operations Administrator, Al Salam Private School & Nursery (UAE)

Sep 2017 - Sep 2018

- Implemented a centralized communication platform, which boosted information transmission among 65 operations staff, increasing collaboration and transparency.
- Coordinated facility management, including maintenance schedules, cleaning services, security, and school events.

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%.
- Demonstrated discretion, organization, and attention to detail in a fast-paced environment.

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).