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| CV about me I feel like the glass is always half full and there is nothing that can’t be done if I put my mind to it.  I love solving problems and making things work.  I’m quick to learn and happy to share my knowledge with my team. contact information **Phone number**  +372 588 38 599  **E-mail address** [helenm2eots@outlook.com](mailto:helenm2eots@outlook.com)  **Social media profile:**  [LinkedIn](https://www.linkedin.com/in/helen-mäeots-021b2b79) | |  | | --- | | Helen Mäeotsprocess manager with experience in service assurance, customer service and knowledge of project management |  career07.2016 - … **Change and process manager** • Telia AS    * Change Advisory Board (CAB) chairman * Process design, writing guidelines, auditing, answering to queries from colleagues and providing training and information about the process. * Providing training and participating in implementation of a new cross- country tool * Change manager responsibilities  09.2014 - 06.2016 **Change manager** • Telia AS  04.2013 - 08.2014 **NETWORK AND SERVICES MONITORING ADMINISTRATOR**• TELIA AS 10.2007 - 08.2014 **Sales and customer service roles** • TELIA AS Education**IT SUpport specialist** 2001 - 2003 pärnu saksa tehnoloogiakoolAdditional training 03.11.2017 ITIL Foundation Certificate in IT Service Management  03 - 06.2017 Management training for process managers (6 days)  21.01.2016 Practical project management workshop by a colleague  30.09.2014 8-hour course by Helvetia Balti Partnerite OÜ -  Project management for people, who do not work as project  managers. |