

JENNI MERISALO

STUDENT OF INFORMATION TECHNOLOGY



PROFILE

I am a motivated and dedicated final-year Business Information Technology student with a passion for problem-solving and designing user-centric software. I come from a background of a busy restaurant industry. I'm Seeking an internship or entry-level role where I can develop my technical skills and apply my strong foundation in customer service to help listen to and understand user needs.

CONTACT



Helsinki



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SKILLS

- Teamwork
- Customer Service
- Problem-solving
- Leadership skills
- Organization skills
- Working under pressure
- Communication
- Creative thinking

EDUCATION

DEGREE PROGRAMME IN BUSINESS INFORMATION TECHNOLOGY 160 op

LAUREA UNIVERSITY OF APPLIED SCIENCES | FROM 2021

- Studied fundamentals of programming languages
- Software Design and Development principles, technologies, and tools needed for developing applications
- Business studies and working in close cooperation with companies have provided me with a strong understanding of the business environment
- I have developed communication skills and team skills in my studies example various projects
- Utilized service desing and user experience thinking and to use vaU-tilized service design and user experience thinking and used various tools in service design and digital marketing

BUSINESS COOPERATION DURING STUDIES

SERVICE DESIGN PROJECT, SATO OY | 2023

- As a team, designed OmaSato mobile app and a prototype, to provide tenants solutions to efficiency for the use of the common areas

SUSTAINABILITY STATEMENT, OY APOTTI AB | 2022

- As a team, we investigated the sustainability of Oy Apotti Ab in different areas, and the development proposals included, for example, making the Green Office certificate awarded to Apotti more visible

MARKETING DEVELOPING PROJECT, NIXU OY | 2021

- Working as a team, we extensively researched Nixu oy's B2B marketing measures, and through benchmarking analysis, we identified development proposals for their website

IMPROVING THE EFFICIENCY OF BUSINESS PROCESSES, SULAVA OY | FROM 2023 AUGUST

- The thesis is about making Sulava oy's training business processes more efficient and automated with Power Apps / Power Automate solutions.
- The purpose of the research and development work is to describe the education business processes and identify bottlenecks in order to develop solutions to improve the efficiency of the education work processes.

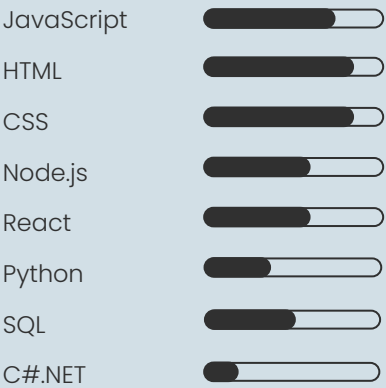
DESING STUDIES 210 op

HÄME UNIVERSITTY OF APPLIED SCIENCES | 2009 - 2013

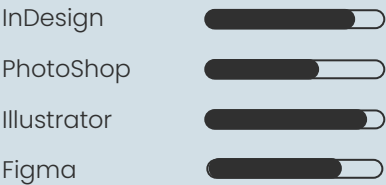
- Graphic design, textile design, glass and ceramics design
- Studies include service design, 3D modeling, photography, etc.
- Design projects, project, and final product presentations

SKILLS

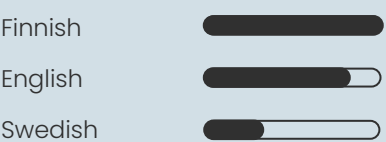
PROGRAMMING



VISUAL



LANGUAGES



REFERENCE

Juha Heikkonen
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Olli Jääskeläinen
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OTHER STUDIES

COURSES AND CERTIFICATIONS

- Power Platform Fundamentals, Azure Fundamentals | 2023
- Coursera UX: Emphasize, define, ideate | 2022
- SAS: Data Literacy Essentials | 2022
- Google Ads Search CertificationHubSpots Academy, Inbound Sales Certificate | 2022

PERHO CULINARY, TOURISM & BUSINESS COLLEGE

COMPETENCE AREA OF FOOD SERVICES, RESTAURANT CHEF | 2000

- Studied working in the area of food services, like hotels, cruise ships, restaurants with different concepts, cafés, and catering
- Studies included customer service and serving sales-minded, and quality-conscious manner profitably, and responsibly while operating in compliance with hygiene requirements and sustainable operating practices.

WORK EXPERIENCE

SULAVA OY | 2022-2023

TEST CENTER ADMINISTRATOR

- Been responsible for reception duties; check-in and out of testing candidates, greeting examinees and verifying identification
- Responded to inquiries and requests from, customers regarding customer problems and complaint, handled report writing, email communications
- Monitored test security enforced rules and performed required security checks
- Resolved technical problems through email, telephone
- Taken care of daily operations and ensured a safe, secure, and clean testing environment. and candidate received a fair and comfortable testing experience
- Been exposed to IT industry practices and Microsoft certification paths
- Trained and mentored new staff to meet and exceed high-quality standards and assisted with reception duties

RESTAURANT WORKS | 1998 - 2021

- Worked in diverse positions in busy restaurant environments, including customer service, chef, supervision, and replacement restaurant manager
- Responded to customer feedback and resolved conflicts effectively and professionally to promote customer satisfaction
- Monitored inventory and ordering supplies, restaurant cleanliness, operating the point-of-sale system, processing payments,
- Managed restaurant staff, delegating tasks, scheduling, hired, trained, and mentored motivated staff and ensured they were all meeting restaurant standards and expectations
- Monitored sales, labor, and other costs, reducing operational costs, and monitoring staff efficiency