



## ◦ DETAILS ◦

Date of birth  
01.01.1901

Finnish - mother tongue

English - Fluent, full professional proficiency

Russian - Fluent, full professional proficiency

Swedish – Limited  
professional proficiency

Estonian – Elementary  
proficiency

German – Elementary  
proficiency

I have a strong background in personnel & HR questions and also cargo activities. With my background in sales, I am used to dealing with multiple projects and vast networks, and maintaining a good relationship with stakeholders are part of my nature. I am eager to dive deeper to world of international cargo & logistics!

**INDOOR SALES & OPERATIONS MANAGER | ECKERÖ LINE, Helsinki**

January 2019 — Present

- Managing a cargo team 20 employees, which includes cargo B2B sales center and onshore operations in port of Helsinki.
- Monitoring the operational and sales activities in cooperation with shift supervisors and regional sales managers to meet the targeted level of customer satisfaction and capacity usage.
- Being responsible of the HR-matters in our department – I was in charge of launching a new work shift model in cooperation with the employees representatives and payroll administration.
- Ensuring and monitoring that the training requirements are met, i.e. with IMO-classified crew.

**KEY ACCOUNT MANAGER | NOUVEAU LANGUAGE, Helsinki**

November 2017 — January 2019

- Acquiring a thorough understanding of customer needs and developing relationships with a portfolio of 200 major clients.
- Negotiating contracts with client
- Designing customer-oriented services, such as an online portal for improved communication between our company and customer.
- Generating new sales: I was able to reach the target sales level from the very first month.
- Establishing and overseeing internal budgets with the company and external budgets with the client
- Resolve quality deviations to maintain trust: over 90 % of my were satisfied with level of cooperation and were ready to recommend our services as a reliable

**SHIFT SUPERVISOR/TEAM LEADER | TALLINK SILJA**

May 2014 — November 2017

- During a shift, supervising daily workflow and service quality – being responsible for up to 3 offices and online sales channels, 30 employees and 10 000 customers.
- Coaching, guiding and work orientation of 15-30 own team members in achieving the sales and customer service goals
- Developing cooperation and processes, such as being terminal expert in travel agency system integration or ensuring service quality in organizational merger situation
- Organizing the exceptional and emergency situations on-site
- Reviewing and handling service errors and challenging customer service situation on-site
- Optimizing the capacity of the departing ferries.

**SENIOR GROUP SALES AGENT | TALLINK SILJA | 2007-2014**

May 2007 – May 2014

- Tour Operator sales: Russian, Overseas and Finnish markets

## ◦ COMPUTER SKILLS ◦

Office / Open Office

Jira

Google Analytics

Invision basics

Quinyx, Solotes

Basics in Python, C, C++, C#,

Basics in Java and Java encrypted

- B2C Sales for Finnish customers

- Customer Service by phone, email and at customer service offices, handling of bookings, inquiries, complaints, and updates concerning loyalty program database

**ENTREPRENEUR | KÄÄNNÖSPALVELU FIALKA | 2013 – 2017**

2013-2017

- Translation and proofreading RUS-FIN, ENG-FIN

## EDUCATION

**MASTER OF BUSINESS ADMINISTRATION • FUTURE STUDIES AND CUSTOMER ORIENTED SERVICES • LAUREA UNIVERSITY OF APPLIED SCIENCES**

January 2018 — June 2020

- Management of the future, Customer oriented approach and user-centered service design

Thesis covering strategic forecasting of Belarusian cargo markets in 2035

**MASTER OF ARTS • 12|2015 • RUSSIAN TRANSLATION • UNIVERSITY OF HELSINKI**

August 2010 – December 2015

- Major in Russian translation, minor in Finnish language, Interpretation and Translation

Graduated also from Aleksanteri Institute's Russia and Eastern European Master's School, specializing in economy and finance in Russia and Eastern Europe.

Thesis covering localization and search engine optimization

**BACHELOR OF HOSPITALITY MANAGEMENT •06|2009 • HAAGA-HELIA UNIVERSITY OF APPLIED SCIENCES**

January 2005-May 2009

- Development of customer-oriented travel services Quality management

## INTERNATIONAL EXPERIENCE

- Belarus: Exchange student, Minsk state university 2014
- Russia: Exchange student, Tver State University 2012
- Estonia: Sales Agent, Tallink Grupp AS, summer 2007
- Russia: Exchange student, St. Petersburg State University of Economics and Finance 2006– 2007
- UK: Summer Language Course 2001

## REFERENCES

- Number 1
- Number 2

### ◦ CERTIFICATIONS ◦

Hygiene passport  
IMDG training

### ◦ HOBBIES ◦

traveling  
music  
languages