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| Jenni Anttila   |  | | --- | | Cargo Indoor sales & operations manager | | |
| Details Address  Phone number  [email](mailto:paulacsariola@hotmail.com) Date of birth 01.01.1901 Languages  |  |  | | --- | --- | | Finnish - mother tongue | | |  |  |  |  |  | | --- | --- | | English - Fluent, full professional proficiency | | |  |  |  |  |  | | --- | --- | | Russian - Fluent, full professional proficiency | | |  |  |  |  |  | | --- | --- | | Swedish – Limited professional proficiency | | |  |  |  |  |  | | --- | --- | | Estonian – Elementary proficiency | | |  |  |  |  |  | | --- | --- | | German – Elementary proficiency | | |  |  |  computer skills Office / Open Office  Jira  Google Analytics  Invision basics  Quinyx, Solotes  Basics in Python, C, C++, C#,  Basics in Java and Java encrypted Certifications Hygiene passport  IMDG training Hobbies traveling  music  languages | |  |  |  |  | | --- | --- | --- | --- | |  | | Profile | | |  | 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! | |  |  |  |  |  | | --- | --- | --- | --- | |  | | Employment History | | |  | 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 cargo  • Managing a team 30 employees, 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. • Budgeting and setting the KPI-targets for the service quality and efficiency of the sales activities. • Being responsible of the HR-matters in our department. 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.   • Acquiring a thorough understanding of customer needs and developing relationships with a portfolio of 200 major clients. • Designing customer-oriented services, such as an online portal or creating a marketing translation concept for a client • 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 • Negotiating contracts with client • Resolve quality deviations to maintain trust: over 90 % of my clients were ready to recommend our services.  **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  • 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 ORITENTED 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|2O15 • 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 | | |