

Pepita Kautto

Customer Technical Support

IT-Business student with experience in customer service and a strong visual background.



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WORK EXPERIENCE

Customer Technical Support

Elisa Oyj / Finnair

04/2018 – Present

Vantaa, Finland

A project with Finnair, where I work as an on-site customer technical support. My responsibilities include helping the users with their new company iPhones from ordering phase to setting up the devices and using them as efficiently as possible.

Representative / School visitor

Laurea University of Applied Sciences

02/2018 – Present

Vantaa, Finland

Representing Laurea UAS and its educational possibilities to potential future students. Ways to present our possibilities are usually lectures at schools and stand promotion at fairs.

Salesperson in Women's Fashion

Sokos, HOK-Elanto

09/2017 – 01/2018

Helsinki, Finland

Working as a salesperson in Women's fashion, lingerie and hosiery included helping the customers to find what they were looking for and suggesting products fitting the customers' interests. My role also included providing information about the products, fabrics and brands and working with payments at the cashier.

EDUCATION

Business Information Technology

Laurea University of Applied Sciences

08/2016 – Present

Vantaa, Finland

Courses

- Design and Development of Digital Services
- Software Development
- IoT Project with Coventry University, UK
- Business and Entrepreneurship

Audiovisual Communication

Stadin ammattiopisto

08/2012 – 06/2015

Helsinki, Finland

Courses

- Photography
- Graphic Design
- Audio Production
- Animating
- Videography
- Event Production
- Web Design
- Social Media & Marketing

SKILLS

HTML

CSS

JavaScript

React

PHP

SQL

Customer Service

Photography

Graphic Design

Videography

Social Media

LANGUAGES

Finnish



English



Swedish



INTERESTS

Wellbeing

Gym

Running

Dressage

Piano

Environment

Travelling

Cooking