



Juha Jermalainen

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ABOUT ME

I am a customer service professional with 20 years of restaurant experience, excelling in teamwork and diverse customer interactions. Currently, I'm a second-year ICT engineering student at Oulu University, specializing in software development. Passionate about technology, particularly home automation, I aim to transition into software development, utilizing my strong interpersonal skills and technical expertise.

EDUCATION

Bachelor of Engineering

Oulu University of Applied Sciences
Jan 2025 - present day
oulu, Finland

Hospitality Management

Savonia University of Applied Sciences
2006-2010
Kuopio, Finland

SKILLS

C++	<div><div></div></div>
python	<div><div></div></div>
java	<div><div></div></div>
Git	<div><div></div></div>
Linux	<div><div></div></div>
Sql	<div><div></div></div>

Problem-Solving

Team work

LANGUAGE

Finnish	Native
English	Fluent

CAREER HIGHLIGHTS

Bartender

Jul 2017 - present day

Heinäpään Oluttupa/Heinäpään Tupa Oy

Experienced bartender with additional responsibilities including acting as restaurant manager substitute and providing IT support. Skilled in customer service, teamwork, and maintaining smooth daily operations.

Restaurant Manager

Jan 2015 - Dec 2016

Rummers' Club / Kolopakko Oy

Managed staff scheduling, payroll, inventory control, and supplier orders. Organized events and live performances, handled POS system administration, and trained staff. Hands-on experience as bartender, DJ, sound and lighting technician, and team leader ensuring excellent customer experiences.

Entrepreneurial Experience

Jan 2011 - Aug 2012

Live Club Rytmikellari, Raahe

Former restaurant owner and manager with proven ability to run operations, book artists, and create memorable customer experiences.

REFERENCE

Mikko Mesiäinen
Heinäpään Tupa Oy
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