

Work Experience

Back Office Agent - Foundever B.V. & Co. KG (Germany, home office) (09/2022 – current)

I started as a Customer Service Agent in Finnish line. Tasks included customer service over the phone and via email in both in Finnish and in English. Tools that we used were SharePoint, Amazon connect dialer, email and One Team.

I was promoted to the Processes & Compliance team on June 2023 and since April 2024 I have been working as a Back Office Agent. Back-office duties include ordering devices to customers, communicating between customers and service providers in multiple different issues. Daily tools i.a.: Excel, SharePoint, Salesforce, Jira, pgAdmin, Citrix, Slack, Teams.

Order Shipment Supervisor - Reagent Tests UK (UK) (08/2021 to 07/2022)

Daily tasks included: Packing items into boxes according to customer orders, preparing and booking items for postage, Reagent test manufacture, maintaining a clean and tidy work environment, general tasks to alleviate pressure on the schedule of the director.

TPS Administrator - TPS Cambridge and Bishop's Stortford (UK) (06/2018 to 02/2020)

Daily incoming cash/card payment reconciliation, taking payments, ensuring that all daily banking deposits and procedures are carried out, posting cash sales invoices onto the system, resolving any cash account or invoicing queries, raising credits in SAP as parts are returned to warehouse, entering parts orders to SAP, reporting (weekly and monthly, supporting Telesales in incoming calls as required, filing documents.

Lettings Administrator / Viewing Guide - Bidwells LLP, Stonecross (UK) (10/2014 to 08/2016)

Office Staff - Raya Divers, (Phuket, Thailand) (11/2013 to 03/2014)

Customer Service Executive - HRGo Recruitment / Booking.com B.V. (UK) (06/2013 to 09/2013)

Assistant/Secretary-positions in multiple organizations (Finland) (09/2005 to 08/2012)

Mixed positions in Manufacturing Industry and Customer Services (Finland) (1986 to 2002)

Education

SheCodes (<https://www.shecodes.io/>) **2024**
Front-End Developer

Institute of Marketing, Oulu, Finland **2007 to 2008**
Further Qualification in Secretarial Studies

Oulu Institute of Commercial Training, Adult Education, Oulu, Finland **2002 to 2003**
Vocational Qualification in Business Information Technology
Study Program in Information Technology Services and Marketing

Languages

Finnish..... native

English..... fluent

Germany..... basics

Hobbies & Interests

I love to de-stress by walking and using my home gym. Reading, travelling and nowadays also coding are hobbies close to my heart.