

AINO LEHTISALO

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EDUCATION

University of Helsinki

Master of Arts
Language Technology

August 2018 - Present

Università Cattolica del Sacro Cuore, Milan, Italy

Bachelor of Arts, Applied Linguistics

October 2009 - July 2013

Grade 106/110

Keski-Uudenmaan Koulutuskuntayhtymä (Keuda), Kerava

Further vocational qualification in First-Level Management.
Team management, customer relations and business profitability

October 2017

Tapiolan lukio, Espoo

High School diploma
Received Pro Lingua medal for interest in language studies

June 2007

CAREER OBJECTIVE

To work for a technology-oriented organization with good growth opportunities and inspiring environment.

WORK EXPERIENCE

University of Helsinki, Helsinki

Research Assistant

September 2019-Present

- Part of the Racisms and public communications in the hybrid media environment (HYBRA) research project. Text data manipulation, processing and analysis. Master's thesis: Social network analysis of online racism discussions.

SOS International Oy, Helsinki

Network Coordinator

November 2016-December 2019

- Coordination of nationwide roadside assistance network SOS Hinaus
- Training and supporting partners in the use of software for case handling
- Reporting and invoicing, handling feedback, settling disagreements
- Assisting the Operations and Finance departments with dispatching and invoicing issues
- Coordination of company participation in events such as trade fairs and technical training
- Participation in the improvement of tools and systems, process automation projects and the design of new Nordic-level case handling software for towing stations SOS Hinaus social media campaigns and updates

SOS International Oy, Helsinki

Team Leader

August 2014-October 2016

- Managed a team of 15 people in Operations
- In charge of Back office functions such as invoicing and claims handling
- Daily supervision, quality monitoring, feedback handling and customer service
- Recruiting and training new employees

- Implementation of new contracts in Mobility Operations

SOS International Oy, Helsinki

September 2013-July 2014

Assistance Coordinator

- Challenging customer service in a contact center open 24/7 every day of the year
- Emergency assistance to insurance policyholders in case of roadside, travel or property incidents in Finland or abroad
- Broad understanding of insurance coverage and claims processes and quick thinking while keeping customers informed and calm in stressful situations

Siemens Italia, Milan, Italy

July 2008-June 2019

HR Intern

- Part of the Performance Sourcing team
- Organization of training events and courses for employees
- Participation in recruiting process: resume archiving and language testing

LANGUAGE SKILLS

Finnish: native

English: fluent

Italian: fluent

Swedish: good

French: good

Spanish: good

German: basics

Mandarin: basics

LANGUAGE SKILLS

Python: good

Java: basics

SQL: basics

Excel: good