

OTTO KARPPINEN

SAP-security authorizations consultant

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Jyväskylä



ACHIEVEMENTS

- ✓ Increased our company's employee satisfaction ratings by 20% through the implementation of scripting client's GRC reporting requirements, resulting in improved service quality

Demonstrating Leadership and Initiative

EXPERIENCE

SAP Authorization Consultant

S4ACCESS

10/2021 - Present Helsinki

SAP Cybersecurity

- Processed and resolved an average of 7 access requests per day, contributing to an overall 20% increase in operational efficiency
- Reported SAP user risks with 100% of projects completed in timeframe
- Analyzed over 100 SAP authorization errors annually using the standard user information system, pinpointing and resolving issues with a remarkable accuracy rate of 96%
- Collaborated with cross-functional teams to implement a streamlined ticketing system, resulting in a 20% reduction in response time and an overall improvement in customer satisfaction scores

CX Specialist

Rainmaker

05/2020 - 01/2021 Jyväskylä

Telecommunications company

- Provided technical support to over 1000 clients, addressing a diverse range of technical issues
- Generated impressive sales results, consistently exceeding monthly targets by at least 10% in a fast-paced work environment
- Surpassed sales target to place myself in the top 50 specialist in my region
- Developed and conducted 5 training sessions for new employees, enhancing their technical proficiency and customer service skills

CERTIFICATION

Digital Marketing Certificate

Google Digital Garage

SKILLS

Cybersecurity

Information security

SAP

ERP

S4HANA

Programming

Python

C#

Linux

Windows

Android

Microsoft 365

PowerShell

Defender ja Bitlocker

Virtualization

Virtualbox

SOFT SKILLS

Analytical skills

Problem solving

Communication

Teamwork

Customer service

Adaptability

EDUCATION

Master's degree, Information technology (IT)

University of Jyväskylä

01/2023 - Present

Bachelor of Engineering, Cybersecurity

JAMK University of Applied Sciences

09/2017 - 05/2022

LANGUAGES

Finnish

Native



English

Proficient

