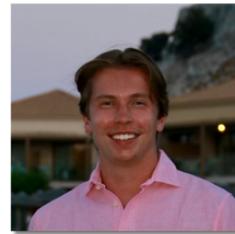


CASPER KANGAS

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[LinkedIn](#) | [Github](#)



CUSTOMER SERVICE AGENT | COMPUTER ENGINEERING STUDENT

I am an ambitious student, residing in Turku, seeking to leverage my skillset to develop and grow my expertise. I am highly organized and appreciate working as part of a team. I am known to be a positive contributor and helpful colleague. My professional interests span a range of industries and fields including business, customer service, banking, fraud, IT, sales, and marketing, with added emphasis on my language and social skills. I take ownership of my responsibilities and ensure that projects are completed on time.

STRENGTHS AND EXPERTISE

Customer Service

Teamwork

Communication

Information Technology

Problem Solving

Client Relationship Management

Java & Python

Financial Crime

B2C & B2B

EXPERIENCE

Releasy Oy

Customer Service Agent



April 2023 - Present

- Provide customer support via email, telephone, and online chat for major clients across various industries, ensuring high-quality service and customer satisfaction.
- Contributing to the company's turnover of over 10 million euros for the year 2024 (+33,77 %).
- Previously managed customer inquiries and contract management within the energy sector, and currently the primary clients are within the commerce sector.
- Proficient in utilizing CRM systems to manage customer interactions and skilled at quickly learning and adapting to new programs and processes based on client requirements.
- Consistently praised for teamwork, supporting colleagues, and maintaining exceptional performance, which has resulted in regular monthly bonuses.
- Excel at resolving customer issues efficiently while keeping a positive and professional experience.

Nordea Bank Abp

Fraud Investigator



May 2025 - September 2025

- Monitor and investigate card and account transactions to identify and prevent fraudulent activity, ensuring customer protection and regulatory compliance.
- Handle a high volume of alerts and fraud cases end-to-end, including contacting affected customers, retrieving funds, and processing reimbursements.
- Take ownership of assigned cases and follow up through completion, including mule account handling and internal documentation procedures.
- Skilled at analyzing transactional data, making independent decisions under time pressure, and following defined procedures to deliver fast, accurate results.
- Demonstrate adaptability and commitment to continuous learning in a dynamic fraud landscape, keeping up with evolving fraud patterns and internal systems.

McDonald's Oy
Fast Food Worker



September 2021 - March 2023

- Assumed dual responsibilities in the kitchen, ensuring food was prepared to high standards, while also managing the front desk by taking orders and serving customers.
- Thrived in fast-paced settings, demonstrating exceptional performance even during peak hours without compromising service quality and efficiency.
- Recognized for reliability, collaboration, and a strong customer-oriented mindset.
- Enhanced team operations by efficiently managing tasks, contributing to seamless daily workflows.

Nylands brigad, Dragsvik
Military Service



July 2022 - December 2022

- Served 165 days at the Swedish-speaking brigade in Dragsvik.
- Assigned to help at the warehouse, consisting of managing inventory, including organizing and maintaining stock levels.
- Handled dangerous materials such as live ammunition and explosives with strict adherence to safety protocols.

Kirkkonummen kunta
Janitor



June 2019

- A two-week summer employment period at the local school.
- Performed general cleaning tasks, including interior maintenance and window cleaning.
- Assisted in relocating and organizing furniture to prepare the school for the upcoming term.

EDUCATION

Åbo Akademi University

September 2023 - Present

Bachelor of Technology - Computer Engineering | GPA 3.8 / 5.0

Kyrkslätt's Gymnasium

August 2019 - June 2022

Matriculation Examination | GPA 8.9 / 10

REFERENCES

Joonas Koskenkorva (Team Leader) - Nordea Bank Abp

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