

ELENA SILVOLA

ENGINEERING STUDENT



ABOUT ME

I am a second year engineering student with a background from medical school eager and excited to gain more insight into the world of technology. Behind my wide smile, you'll find an ambitious and hardworking future professional always ready for new challenges, whether in the field of technology or on the tennis court.

CONTACT

- +358400132771
- elena.silvola@aalto.fi
- Mechelininkatu 17 b 29
00100 Helsinki
- [LinkedIn](#)
- [GitHub](#)

SKILLS

- Teamwork
- Customer Service
- Web Development:** HTML5, CSS, JavaScript, React, Svelte
- Programming Languages:** Scala 3
- Figma
- MS office
- ChatGPT

LANGUAGE SKILLS

- Finnish
- English
- Swedish
- Spanish

EXPERIENCE

ACCOUNTOR FINAGO OY

Application Advisor
05/2023-09/2023

- Responding to customer inquiries via phone
- Documenting and solving customers' issues regarding the usage of Procountor software
- Forwarding complex issues to appropriate teams for further resolution
- Processing of e-invoicing and payment errors, and guiding customers through resolution procedures

MEHILÄINEN OY

Service Advisor
05/2021-09/2021

- Booking appointments for clients and other general customer service tasks via phone in Finnish, English and Swedish
- Advising clients on the available services
- Taking care of the office spaces

TVS-TENNIS RY

Tennis Coach
06/2015-06/2019

EDUCATION

AALTO UNIVERSITY

Information Networks, Bachelor of Science
09/2022-

UNIVERSITY OF TURKU

Faculty of Medicine
08/2020-

PUOLALA HIGH SCHOOL

2016-2019
General grade: Laudatur

PROJECTS

PORTFOLIO WEBSITE

Portfolio website for a university course on web development. Available on [github](#).

COMMUNICATIONS CAMPAIGN

Communications campaign website for the courses Communications and Digital Media and Basics of Web Publishing at Aalto University. Group project. Available [here](#).