



JONAS JULIN

CUSTOMER SERVICE SPECIALIST & STUDENT

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EDUCATION

1998-2010

EUROPEAN SCHOOL OF
LUXEMBOURG, LUXEMBURG

2022-

HAAGA-HELIA UNIVERSITY
OF APPLIED SCIENCES

BBA - IT

Data infrastructure & Cloud
Services

LANGUAGES

- Finnish (Native)
- Swedish (Native)
- English (Fluent - C1)
- German (Intermediate)
- French (Poor)

SKILLS

- Teamwork
- Effective communication
- Time Management
- Attention to work-detail
- Good Customer Service skills

PROFILE

I am working and studying simultaneously. My current position is a Customer Service Specialist in retail at Joblink Oy. I am studying a degree of Bachelor of Business Administration in the field of Informatics, with a specialization in Data Infrastructure and Cloud Services.

I am quick to learn and adopt new things. I am good at working in time-demanding tasks, and I always focus on the quality of my work. Thanks to my studies and my free time, I am skilled with computers and information technology.

WORK EXPERIENCE

- Joblink Oy** 2019 - PRESENT
Customer Service Specialist , Retail
 - General customer service tasks in retail shops, such as refilling shelves, customer service, team-leading and overseeing departments.
- Asianajotoimisto Lakiakatemia**
Intern, Office Assistant 29/02/2016 - 14/03/2016 (104h)
 - Office work, such as scheduling meetings, drafting legal documents and customer service.
 - Internship was required for Law Studies at the time.
- Stockmann**
Intern, Customer Service 04/2012 - 06/2012
 - Customer service internship that was required for studies at the time. Included general customer service tasks as well as working the counter and cashier.

IT SKILLS

- Windows OS and its environment
- iOS (basics)
- Linux OS and its environment (Debian)
- Microsoft Office/365 programs
- Adobe Photoshop
- Adobe After Effects (basics)
- Java basics
- JavaScript basics
- Python basics
- Linux servers
- Windows servers (w/ Hyper-V)
- Microsoft Azure Basics
- AWS (basics)