

# Niklas Rötönen

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## ABOUT ME

Recent graduate in Information and Communication Technology with hands-on experience in technical support and a range of IT roles gained through summer traineeships. Proficient in front-end and back-end technologies, I bring strong problem-solving skills and a drive to deepen my expertise in tackling complex tech challenges.

## EDUCATION

<b>Metropolia University of Applied Sciences</b> Information Technology, Engineering Student Helsinki	06/2022 - 06/2024
Thesis: Angular basics online course for Metropolia University. 243/240 credits.	
<b>Arcada University of Applied Sciences</b> Information Technology, Engineering Student Helsinki	09/2015 - 05/2021

## WORK EXPERIENCE

<b>CGI</b> Service Desk Specialist Helsinki	09/2021 - 12/2021
Providing technical support for end users on all IT-related issues and service requests via phone or ServiceNow, with extensive use of Microsoft Active Directory.	
<b>Fortum Oy</b> Summer trainee Loviisa/Espoo	05/2019 - 09/2019
I worked as an application tester during the Windows 10 upgrade, handling maintenance tasks for the asset management system (IBM Maximo), device installations, updates, maintenance, and user support through BMC Remedy AR System (Incident, Service tickets).	
<b>Fortum Oy</b> Summer trainee Loviisa	05/2018 - 09/2018
RPA development tasks using Blue Prism, maintenance of the asset management system (IBM Maximo), device installation, updates, maintenance, and user support through BMC Remedy AR System (Incident, Service tickets).	
<b>Fortum Oy</b> Summer trainee Loviisa	05/2017 - 09/2017
Process IT system server maintenance tasks and data entry into the OTbase software.	

## LANGUAGES

Swedish	native
Finnish	native
English	fluent

## SKILLS

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HTML  
CSS  
JavaScript (Angular, React, Vue.js, Node.js)  
TypeScript  
C++  
Python  
SQL and NoSQL  
GitHub