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PROFILE

With a burning passion for learning and a drive to succeed, I am currently a dedicated student at Laurea University of Applied Sciences, Leppävaara Campus, Espoo, Finland, pursuing a BBA in Business Information Technology with a specialization in Cyber Security. My unique combination of theoretical expertise and practical experience sets me apart. I am thrilled to make a valuable contribution to the ever-evolving field of Information Technology. Along my professional journey, I had the privilege of leading the Customer Success Team (Offline) Group at Slush, where I flawlessly orchestrated event operations and delivered exceptional service to a staggering 13,000 attendees.

EDUCATION

08.2023 – present	BBA Business Information Technology, Cyber Security, Laurea University of Applied Sciences (Leppävaara Campus)	Espoo, Finland
2018 – 2020	AS Cybersecurity and Networking, Tacoma Community College - Phi Theta Kappa Honor Society Member - 4.0 out of 4.0 GPA High Honors	Tacoma, United States
2010 – 2017	BA Digital Cinema & Minor Game Production, DePaul University	Chicago, United States

PROFESSIONAL EXPERIENCE

09.2023 – 12.2023	Slush, Customer Success Team (Offline) Group Lead - Recruiting, coaching and leading a group of Volunteers - Overseeing and handling event info operations before and during the event - Overseeing and organizing team members shifts and communications - Providing service and information for 13 000 attendees before and during the event - Helping customers inside and outside the venue - Top-notch customer service!	Helsinki, Finland
11.2022 – 05.2023	McDonald's, Food Service Worker - Preparing ingredients and making food items according to recipes and guidelines - Cleaning and maintaining equipment such as stoves, microwaves, blenders, grills, fryers, broilers, blenders, mixers, and other kitchen equipment - Preparing food in accordance with health department regulations regarding preparation methods and storage conditions to ensure that food is safe to eat - Preparing orders for pickup by customers or delivery by waitstaff to customers' tables	Oulu, Finland

03.2022 – 08.2022

Walmart, Cashier

Puyallup,
United States

- Provides a positive customer experience with fair, friendly, and courteous service.
- Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases.
- Resolves customer issues and answers questions.
- Maintains a safe and clean working environment by complying with procedures, rules, and regulations.

01.2020 – 01.2021

FedEx Ground, Package Handler

Fife, United States

- Load and unload packages from delivery vehicles for about 4 to 6 hours a day.
- Ensuring safety while performing various duties and ensuring a clean work area.
- Carry out work in accordance with company policies and guidelines.




07.2016 – 05.2017

Flexasoft, Videogame Tester

Redmond,
United States

- Follow, complete, and update assigned test cases.
- Detect, research, and document software defects in a bug-tracking system.
- Review product documentation, and report any errors as required.
- Sweeping game builds for bugs and software errors.
- Perform ad-hoc testing procedures to find bugs and gameplay issues.

CERTIFICATES

HTML5.ox: HTML5 and CSS Fundamentals  | Microsoft Office Specialist: Word (Office 2016) 
Microsoft Office Specialist: Excel (Office 2016)  | Microsoft Office Specialist: Outlook (Office 2016)
Microsoft Office Specialist: PowerPoint (Office 2016) | Hygieniapassi

INTERESTS

Photography | Indoor Climbing | Video Games

LANGUAGES

English (Native) | **Spanish** (B1) | **Swedish** (A1) | **Suomi** (A1)

SKILLS

Computer Skills



Customer Service Skills



Food Industry



Classifications: Food
Service