

CURRICULUM VITAE

Personal details

Name Jyri Savolainen

Birth date and place 27th Sept. 1987 Pieksämäki

Single

EDUCATION

The University of Lapland

Faculty of Law 09/2008 –
Baccalaureat 2007 graduate

In the middle of high school on the 2nd grade I had an exchange student year in Japan on 2004 / 2005

Sent by the Rotary Club of Pieksämäki and the receiving Rotary club was Oomiya RC.

I also taught Japan languages for the exchange students that were sent from Japan outbound (Finnish and Swedish)

EMPLOYMENT HISTORY

03/2017 –

Insurance office of Caser Seguros and Masmovil mobile shop

I work as a insurance agent in an insurance office and I have the whole insurance office on my responsibility. Everything from customer service to claims and sales. I face customers face to face, on the telephone and e-mail.

In the same commercial space with the insurance office we have a busy telecommunications shop that I run on my own aside of the insurance side of the office. The customers come in to buy phones and gadgets, mobile phone subscriptions or mobile

internet and also to make fixed internet contracts. I also install mobile phones, update them and solve problems that they might have with their gadgets.

I get a lot thanks from the customers about my impeccable attitude and professionalism among my really good sales skills.

12/2014 – 09/2017

Runway Espana SLA

Customer service in a multilingual support line (Swedish, Finnish, English, Norwegian)

IT systems and internet product support

The task requires multitasking and problem solving and trouble shooting skills. It is really fast paced and we serve two call lines at the same time and e-mails from two different projects. The questions vary from systems and e-mail problems to internet (router, mobile broadband etc) problems. The main costmer is an international airline.

01/2014 – 07/2014

Talking people Finland Oy

Customer service

The task was post marketing customer service with some active marketing tasks and doing win back was in a big role. Also I was doing customer service for a taxi company at the same time.

Service languages: Finnish, English, Japanese, Russian

08/2013 – 12/2013

DNA Oy (teleoperator)

Customer service

Linda Line Oy

2/2013- 6/2013

HR Manager

I was responsible for the staff and the daily managing of the office routines in Helsinki. I

was responsible for training and customer service also and leader of the group sales department.

Mainly assisting also the manager in the tasks around Helsinki office so the task consisted of administrative office work too.

Linda Line Oy

5/2012-2/2013

I was working at the cashier and check in counter doing customer service over telephone, e-mail and face to face.

Then I started getting more responsibilities within the customer service quality and group sales and helping the manager with running the Helsinki ticket office.

Lapland Hotels Oy 11/2011 - 4/2012

Japanese speaking attendant

I was responsible of the Japanese customers arriving to the Lapland Hotel Ylläs, Ylläskallio and Sirkantähti hotels in Lapland. I had groups arriving to the hotels and the whole program and their well-being was on my responsibility.

Wild North 11/2011 - 04/2012

Tour guide

Speaking Out Oy 09/2011- 05/2012

English language trainer

I was teaching English language and culture in elementary school.

Airpro Oy 11/2011 - 01/2012

Check-in counter at Kittila airport

Go Excellent OY 06/2011 – 10/2011

Contact center – customer service (summer job)

Lapland Hotels OY (Ylläs and Levi) 12/2010 – 4/2011

Japanese speaking attendant

I was responsible of the Japanese customers arriving to the Lapland Hotel Ylläs, Ylläskallio and Sirkantähti hotels in Lapland. I had groups arriving to the hotels and the whole program and their well-being was on my responsibility.

RVM-yhtiöt Oy (Oulu) 8/2010 – 12/2010

Marketing assistant

Live Promoters Oy (Rovaniemi) 07/2009 – 10/2009

Contact center sales person (telephone sales)

Midas Touch Tech Oy (Pieksämäki) 10/2007 – 07/2009

Contact center sales person and customer service in various projects

I have been working as a freelance translator and interpreter for quite many years and I am still doing some translating projects. I started translating as a freelancer in 2010.

LANGUAGE SKILLS

Finnish Mother tongue

English Excellent

Swedish Excellent

German (reading and writing)

French (reading and writing)

Japanese Excellent

Russian Conversational

Estonian Good

Spanish Excellent

Norwegian Satisfactory

DRIVING LISENCE

BC class (Finnish)

Computer and IT Skills

I have always had a good sense about different systems and programs and with computers I am fast learning.

I have worked with cashiers, airport systems, booking systems, IT systems etc all the time and never had problems with learning them.

I am good in writing and fast in processing e-mails too.

Hobbies

Horse sports are close to my heart and before I used to have own horses also but I gave it up because it takes so much time that it always is an issue with horses.

I do sports such as play tennis, swim, go to gym, run, snowboard etc.

Contact Information

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