

# Vivi Ruuskanen

## CONTACT INFO

Based in Espoo, Finland  
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### Technical Operations Specialist | Farol Oy

May 2022 - Present, Espoo, Finland

*Farol concept is simple and straightforward – self-service payment kiosks for ad hoc credit card payments without registrations or app. Electric vehicle drivers will be able to initiate the charging session from the kiosk, pay for it and find information relevant to charging.*

#### Key responsibilities:

- × Analysing and monitoring business operations, as well as providing B2B customers with reports second line support
- × Supporting engineering team to automate processes, reports and implementing new technologies
- × Feeding in B2B business requirements and system design into product roadmap

#### Acquired skills:

- × Fundamental understanding of DevOps practices through actively participating on testing new products and features
- × Basic protocols of creating and maintaining web applications with React, TypeScript/JavaScript and Python

### Customer Service Advisor | P&T Salit Finland Oy

July 2021 - Present, Espoo, Finland

*P&T is a Swedish gym concept that is based on establishing small gyms in popular residential areas. The gyms offer practical and assessable training spaces for all age groups.*

#### Key responsibilities:

- × Customer management in several languages – Finnish, Swedish and English
- × Responsible for escalation and collaboration with Sales team
- × Supporting and monitoring negotiation of new customer contracts
- × Supporting invoicing, billing and clearing process
- × Creating documentation and helping on diagnosing points of improvement of the CX team

#### Acquired skills:

- × Microsoft Office tools for documentation and customer system management
- × Multidisciplinary teamwork
- × Understanding of billing and clearing process
- × Customer Service with a sales aspect

### Museum Guide | Tuusula Municipality

June 2020 – August 2021, Tuusula, Finland

*Tuusula area is known for its diverse, historical museums. Around lake Tuusula, several studio homes of passed artists have been protected and maintained by Tuusula municipality.*

#### Key responsibilities:

- × Delivering visitor-first service in a professional and friendly manner
- × Providing security in the exhibitions, making sure visitors follow both museum and exhibition requirements
- × Appointment booking and overall scheduling

#### Acquired skills:

- × Finnish art history from the turn of the twentieth century
- × Managing customer encounters

### Physical Therapist | Seure Henkilöstöpalvelut Oy

May 2019 - December 2019, Helsinki, Finland

Seure Henkilöstöpalvelut provides personnel for professional work in hospitals, kindergartens, schools and homes. Töölö hospital was one of the largest trauma centers in northern Europe, with approximately 2 million people in its catchment area.

#### Key responsibilities:

- × Assessing patient's neurological status together with a multidisciplinary team
- × Acute traumatic physical therapy
- × Assessment of patients' need for assistive devices and further rehabilitation

#### Acquired skills:

- × Assessing changing situations quickly and managing them accordingly
- × Learning on the job from professionals in a multidisciplinary team
- × Adaptability and service mindset in new work settings

### Customer Service Advisor | Tapanilan Urheilutalosaäitiö

March 2015 - December 2015, Helsinki, Finland

*The Helsinki Racket Center has facilities in Northeast Helsinki for playing tennis, badminton, squash, table tennis, billiards and racketlon.*

#### Key responsibilities:

- × Customer management
- × Centre management on-site
- × Negotiation of customer contracts
- × Supporting invoicing, billing and clearing process

#### Acquired skills:

- × Teamwork while working separately from teammates through open and continuous communication
- × Time and space management when working alone in a shift

## EDUCATION

Aalto University (Espoo, Finland)  
Bachelor's Degree, Electrical Engineering, 2022 - 2025

University of Helsinki (Helsinki, Finland) Bachelor's Degree,  
Cultural Research Studies, 2019 - 2020

Arcada University of Applied Sciences (Helsinki, Finland)  
Bachelor's Degree, Physical Therapy, 2018

## COMPLEMENTARY STUDIES

### Fullstack Open

University of Helsinki, ongoing 80%

### Basic course in programming (Python)

Aalto University, 2022

Grade 4/5

### Programming 1 (Scala)

Aalto University, 2023-2024

Grade 5/5

### Machine learning in information technology (Python)

Aalto University, 2024

Grade 5/5

### Machine learning (Python)

Aalto University, 2024

Grade 4/5

### Statistical modelling of signals (Python)

Aalto University, 2024

Grade 4/5

### Sound and speech processing (MATLAB)

Aalto University 2024

Grade 4/5

### Basic Course in C Programming (C)

Aalto University 2024

Grade 5/5

More information on courses

[Resume cv](#)

## LANGUAGE SKILLS

Finnish, native

Swedish, native

English, bilingual proficiency

Portuguese, elementary proficiency

Latin, elementary proficiency

## IT SKILLS

Programming – Python, Scala, C, HTML, Javascript,

CSS, Matlab, Excel, data analytics, WSL

AWS – EC2, Cloudwatch, S3, Route 53, IAM

## REFERENCES

Mariana da Silva Mota

Farol Oy | CEO

email: upon request | phone: upon request

Saara Schauman

Helsingin Mailapelikeskus | Manager

email: upon request | phone: upon request