### Timo Hietalahti

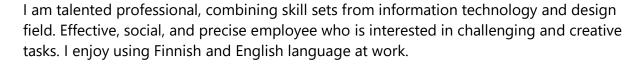
Tårnbynkuja 10, 10320 Karjaa hietalahtitimo@gmail.com p. 040 779 0835

LinkedIn: https://www.linkedin.com/in/timohietalahti

Portfolio: https://www.th-design.co

**Trailblazer**: https://trailblazer.me/id/hiezu

#### Profile



## Experience

#### **HSY - Helsinki Region Environmental Services**

### Salesforce Administrator | 07/2022 - | Helsinki

- Salesforce administrator tasks
- Implementing Einstein Bot, Improving reporting

#### **Fujitsu**

**Service Desk Specialist** | 08/2017 – 10/2020 | Tallinn *OP Financial Group* 

- Customer Service, Agile Working, User Rights Management
- Application management, Problem Solving, Software installations, Scripting
- VDI (Citrix Receiver) ITIL, Microsoft 365

#### **Sportive**

#### Marketing Specialist and UI Designer | 08/2016 – 03/2017 | Helsinki

- Marketing, User interface Design, Illustrations
- Debugging the app



#### Education

#### Bachelor's Degree, Bachelor of Arts and Culture, Design

Minor - Marketing Studies Kymenlaakso University of Applied Sciences | 2011-2016 | Kouvola

#### Karjaan Lukio

Finnish Matriculation Examination

#### Other Education

- ❖ Saranen Marketing Cloud Academy | 04.08.2022 31.12.2022 | Espoo
- ❖ BearlT ICT Camp Luontopolku.io Project | 16.08.2021 08.10.2021 | Tampere
- ❖ Patteri ES startup Summer Camp | 2015 | Kotka
- ❖ Patteri ES startup International Venture class of 2014 | 2014 | Kotka, Cambridge

## Skills and Expertise

- Problem Solving
- Windows OS and O365
- Customer Service
- Adobe Illustrator
- Adobe XD
- Graphic Design
- UX/UI Design
- Salesforce

# Languages

- English (Full professional proficiency)
- Swedish (Elementary proficiency)
- Estonia (A1)

### Certifications

• Agile & Me Learning (Fujitsu) – 2019

#### Interests

Guitar, Football, Basketball, Music