

# Timo Hietalahti

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**LinkedIn:** <https://www.linkedin.com/in/timohietalahti>

**Portfolio:** <https://www.th-design.co>

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



## Profile

I am talented professional, combining skill sets from information technology and design field. Effective, social, and precise employee who is interested in challenging and creative tasks. I enjoy using Finnish and English language at work.

## 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

Kyminlaakso 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
- ❖ BearIT 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