

Kivalterintie 17-19a AB 16
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Finland

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Profile:

I am a 33-year-old Irish male. I moved to Finland in 2011 with the intention of expanding my music career in a country I love very much. I also lived in Australia for 3 years (2007-2010) where I also had my own music company just like I have had in Finland. I have worked also in Australia in many building construction and customer service positions. My last job was in Ireland with Hewlett Packard where I worked as a Technical Support Analyst. From 2011 onwards, I have been working as a freelance musician and music producer with many different companies. I am a very flexible and fast-learning worker. I'm always willing to learn new things. At the moment I am student at Taitotalo studying a bachelor's degree in Information Communications and Programming and I am to complete the studies around spring 2023.

Language skills:

- **English:**
 - Mother tongue.
- **Finnish:**
 - I speak and write in Finnish very well. I have documentation to prove this also.

IT skills:

- **General:**
 - Installation of many different operating systems and applications.
 - Installing printing and scanning machines.
 - Managing user accounts in Active directory and other administrative tools.
 - Website designing.
 - I am right now in school learning HTML, Java, CSS as well as other programming languages at Taitotalo in Helsinki. I have done already some small projects for example: websites, HTML/CSS templates and JavaScript applications (mainly using React).





- **Computer construction:**

- Building new computer systems.
- Modification of prebuilt computers systems.
- Integrate hardware from redundant systems into other PC's.

- **Networking:**

- General Setup of Networks.
- Constructing Cat5 (RJ45) Cables.
- Structured Cabling.
- Installing Switches & Hubs.
- Creating user accounts on a network.
- Updating Operating Systems.
- Hardware Troubleshooting.
- Troubleshooting and resolving network Printer issues.
- Wireless connection setup and configuration.

- **Applications:**

- Proficient in Microsoft Excel using Pivot tables, generating reports etc.
- Proficient in using Microsoft Outlook, Word and SharePoint.
- High level of skill in ticket systems such as: OVSD and OVSC.
- Remote tools such as Windows Remote Desktop, Citrix, VNC ja NetMeeting.

Professional experience:

- **July 2011-March 2020**

Piikki Kasvi/Sahara Oy - Silja Line/Viking Ling/Tallink

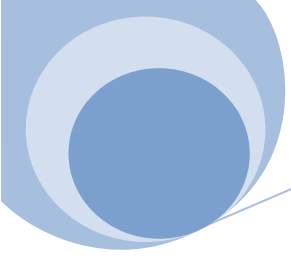
- **Role:**

Musician/music producer/entertainment sales

- **Duties:**

- Musician in many roles and bands/events. I have worked on many entertainment cruises on the Baltic Sea for example on Baltic Princess, Europa etc, but also many events throughout Finland.
- Creating small companies and managing them.
- Event logistics and planning.
- Music production and distribution.
- Contacting clients via phone, and organizing events.
- Personally developing websites for bands.
- Sound engineering audio and video demos for bands.
- Organizing transport to venues.
- Playing guitar and singing.
- Contacting venues.
- Updating band members on contracts





- **Oct 2010 – June 2011**

*CPL/HP Liffey Park Tech Campus,
Barnhall Road, IRL Leixlip, Co. Kildare*

- **Role:**

Technical Support Analyst / SRM Agent with AkzoNobel

- **Duties:**

- Technical support for AkzoNobel clients through email and phone.
- Software requests from clients with Service Requests/Line Items.
- Active Directory account creations and account editing.
- Use of Citrix.
- Shared document creation.
- Creation of incidents such as: ONSITE, ANCHOR, CAP GEMINI & TDIS.
- Working with other SRM team members in order to complete and solve tickets/incidents.
- Updating tickets/incidents daily.

Further education:

- **March 2021 – In progress (2023)**

Taitotalo, Helsinki

Bachelor's Degree in Information and Communication Technology,
Software Developer
Valimotie 8, 00380 Helsinki

- **Summer 2007**

FAS Education Center, Baldoyle, Dublin 13 Technology & Electronics

Professional and personal references available on request.

