

Tero Pirttijoki
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DOB: 07.04.1984
Nationality: Finnish
Civil status: Married
Driving license: Yes

Education:

- | | |
|------|---|
| 2005 | TAKK Tampere Adult Education Centre Software engineer - Mobile and network devices |
| 2004 | Military – Riihimäki Message regiment, 1 Company. |
| 2003 | Northern Pirkanmaan institute of education Computer Science - Data Systems Improvement |

Skills and Areas of expertise:

- Responsible for supporting wide variety of software and hardware
- Diagnosis/troubleshoot of desktop, mobile devices, application, networking and infrastructure issues.
- Administering the IT department's policies and procedures.
- Local and remote support and related customer service.
- Comprehensive management of ICT software and Internet functions.
- Installation, support, servicing and maintenance of ICT and mobile equipment.
- Retail business device installation and maintenance of equipment.
- Wan/Lan/wlan network (fiber optics/wired) Installation, support, servicing and maintenance
- ICT-device life-cycle management.
- Project design, documentation and implementation.
- Server management.
- Global help desk and telephone support.
- Creating manuals for software / computer use.
- Software testing and compatibility checks.
- Use and management of Active Directory.
- Operation and maintenance of databases.
- Experience of supporting a wide and varied client base.
- Training new employees.
- Assistance with training of staff and compiling procedural documentation.
- A positive attitude towards customer service and good communication skills.
- Ability to be clear & concise when explaining technical procedures to customers.
- Supporting a multi-site IT infrastructure for over 1000 employees.
- Ensure computer hardware is safe & complies with health and safety legislation.

Work experience:

ManpowerGroup Solutions (Field Service Engineer) 03/2016 - current
Fix-Forum ITCare Oy (System Specialist) 04/2010 - 03/2016
Dataforum Oy (Field Service Engineer) 01/2010 – 04/2010
Karkkijemma Jokilampi (Service Driver) 05/2008 – 05/2009
Merjan Puutarha Oy (Earth-moving machine operator) 05/2007 – 11/2007
Kuljetus Kovanen Oy (Service driver) 09/2006 – 05/2007
Karkkijemma Jokilampi (Service driver) 12/2005 – 09/2006
Tampereen Toimistolaite Oy (ICT retail) 03/2003 – 05/2003
MJM-Net Ltd Oy (ICT retail) 11/2001 – 07/2002

Project experience:

Windows 7 image testing (Wärtsilä/HP) – 2015 - 2016
Future model office (Wärtsilä/HP) – 2015 - 2016
Core switch upgrade (Wärtsilä/HP) – 2015
Retail business ICT-device Roll-out (Fix-Forum) 2014-2015
Fiber connections and wireless network mapping and testing (Wärtsilä/HP) – 2014
Connected backup PC, software installation / instructions (wärtsilä/HP) - 2013
Windows 7 Migration: Introduction / Installation / global helpdesk and phone support (Wärtsilä / HP) – 2013 -2014
Retail business printer Roll-out (Fix-Forum) – 2012
Office extension deployment (wärtsilä) – 2010 - 2012
Network installations (wärtsilä) - 2010–2013
Banks' ad display installations (Dataforum) – 2010

Language skills:

| | Written | Oral |
|------------------|---------|------|
| Finnish (native) | 5/5 | 5/5 |
| English | 4/5 | 4/5 |

Endorsments:

Kari Nordlund, CEO – Fix Forum ITCare – kari.nordlund@fixforum.fi
Antti Kallio, CEO (retired) – Fix-Forum ITCare - anttimkallio@gmail.com
Mikko Mäki, CEO - Neisa Finland - mikko.maki@neisa.com
Samu Pafs, Deal Delivery Manager - Hewlett Packard - spafs@hpe.com