

Pesätie 26 C 49  
90420 Oulu  
Puh. 044 050 8842  
anne.harinen@mail.suomi.net

# 2012

## PERSONAL DATA

**Name:** Anne Mirja Kyllikki Harinen  
**Education:** graduate of a Finnish Commercial Institute and a major subject is information Management.  
Vocational Qualification in Information Technology.  
**Work experience:** office services, invoicing, collection letters, accounts receivable and IT-support.  
**Sum of work experience:** over 20 years customer services between 1976 – 2011  
**Date of birth, place and family:**  
15.2.19XX Simo, two adults children

## Skills:

I have done very different kind of work office services: electronic invoicing, assistance of record keeping and payroll. I have maintained purchases, accounts and receivable. IT-support included my tasks, too.  
I have a long experience in customer service and updating of web pages.

## Strenghts:

I'm very good and fast in learning new softwares and equipments. I am an exact worker in mathematical tasks and I like numbers and working with people.

## WORK EXPERIENCE OF OFFICE SERVICES

**Office worker**, Invoicing of orders using electronic invoicing and I took care of phone center. In addition I maintained purchases and accounts.

Tauno Tasanto Oy, Oulu  
2011 – 2011 (1 month)

**Distribution manager**, I was responsible of orders and customer service, sales and marketing planning, and reporting. Invoicing of notice and orders using e-billing and electronic invoicing. There were two newspaper: Oulun Sanomat and Pohjolan Työ. In addition to my tasks included IT-support with web pages and I maintained accounts receivable and collection letters. I was an assistant of record keeping and payroll, too. I have had my own group of sales and I was responsible of it and its activities.

Pohjois-Suomen Sanomalehti Oy, Oulu  
2005 – 2009 (5 years)

**Sales consultat**, notices, sales documents, post and so many other tasks of organization.

Pohjois-Suomen Sanomalehti Oy, Oulu  
2003 – 2004 (1,5 months)

**Sales consultat**, fund-raising for Sepe using telephone, which is a rescue helicopter. Typing letters to customers.

Norpress Oy, Oulu  
2002 – 2003 (7 months)

**Seller**, my workplace was a stand of foodstuffs. I sold strong beer, too. There was a reseption desk for Veikkaus and a local post office.

Kuppila Kultakala, Kemi  
1995 – 1995 (6 months)

## OTHER WORK EXPERIENCE

I have been at work in restaurangs, hotels and coffeehouses. I was a waitress, seller and sometimes I cooked food.

1977 – 1993 (15 years)

## EXAMINATION, STUDIES

**Graduate of a Finnish Commercial Institute**  
main subject: Data Processing, Information Management and Office Services. Training period of 6 months in help-desk of the Finnish Commerical Institute of Kemi. We added computers to the local network and installed operating systems and softwares. Acces control of the use in the evenings.

Finnish Commerical Institute  
(120 study week), Kemi  
1999

<b>Vocational qualification in information technology</b> Equipments, operating systems, network, softwares. Training period of 3 months updating the web pages of Kemi and office services.	Kemi-Tornio University of Applied Sciences (11 months), Tornio 2000	
<b>The course of assistant</b> English, Information Technology including Microsoft Office- software 2010, bookkeeping, billing management and purchase invoices. Organization of travel and payroll. Training period of 3 months in calculation of salaries.	Institute of Marketing, Oulu (8 months), Oulu 2011	
<b>Internet- software development</b> Development and designing of web pages, SQL- database, Apache-server, programming: C ja C++ - languages. PHP, HTML, CSS, Java, JavaScript. Training period of 6 months in the Pohjois-Suomen Sanomalehti Oy.	Oulusoft Ay (9 months), Oulu 2005	
<b>COURSES</b>		
I have completed numerous courses: The hygienie passport New Media Professional (materials in english) Epoc Software Developer- programming  Mensch Müller German for adults The course of Self employed in Textile- and Clothing industry	Vocational College Institute of Länsi-Lappi Kemi-Tornio University of Applied Sciences Institute of Länsi-Lappi Adult education centre Institute of Länsi-Lappi	Oulu, 2010 Tornio, 2002 Tornio, 2001  Tornio, 1994 Tornio, 1993
<b>LANGUAGE SKILLS</b>	<b>LITERARY</b>	<b>SPOKEN</b>
<b>English</b>	creditable	good
<b>Swedish</b>	satisfactory	satisfactory
<b>German</b>	basics	basics
<b>Russian</b>	basics	basics
<b>IT SKILLS</b>		
Designing and updating of web pages HTML, SQL, PHP, CSS, JavaScript Computer AB- driving lisenca Certificate of New Media Professional Certificate of Microsoftin C++  Basics: Java, C- kieli ja Epoc- programming Graphics	Oulusoft Ay Merikoski Institute of Länsi-Lappi Kemi-Tornio University of Applied Sciences Kemi-Tornio University of Applied Sciences	Oulu, 2005 Muhos, 2004 Tornio, 2002 Tornio, 2001 Tornio, 2001
<b>GOAL</b>	<b>OTHER ACTIVITIES</b>	
I'm looking for tasks, which include customer service, sales, office services, electronic invoicing, assistance of record keeping and payroll. I'm good at networking and I like to work with people.	Swimming, water aerobics and cycling. I like sewing, too and I maintain my it-skills by using computer, and so my home computer is very efficient and my homepage's adress is: <a href="http://kotisivu.suomi.net/anne.harinen">http://kotisivu.suomi.net/anne.harinen</a>	