

**Anne Harinen**  
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CV

2011



## PERSONAL DATA

**Name:** Anne Mirja Kyllikki Harinen  
**Education:** Graduate of a Finnish Commerical Institute and major subject is Information Management.  
Vocational Qualification in Information Technology  
**Work experience:** office services, invoicing, collection letters, accounts receivable and IT-support  
**Summary of work experience:** over 20 years in customer service between 1976 - 2009  
**Date of birth, place of birth and family:** 15.2.19XX Simo, two adults children

## Skills:

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

## Strengths:

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

## WORK EXPERIENCE OF OFFICE SERVICES

**Distribution Manager**, I was responsible for orders and customer service, sales and marketing planning and reporting. Invoicing of notices and orders using e-billing and electronic invoicing. There were two newspapers: Oulun Sanomat and Pohjolan Työ. In addition to this my tasks included IT-support with web pages and I maintained an 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 for it and its activities.

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

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

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

**Sales consultant**, fund rising 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 reception desk for Veikkaus and a local post office.

Kuppila Kultakala, Kemi  
1995 – 1995 (6 months)

## OTHER WORK EXPERIENCE

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

1977 – 1993 (15 years)

## EXAMINATION, STUDIES

**Graduate of a Finnish Commerical 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. Access control of the use in the evenings.

Finnish Commerical Institute  
Kemi, 1999  
(120 study weeks)

**Vocational Qualification in Information Technology**

Kemi-Tornio University of Applied Sciences  
Tornio, 2000

Equipments, operating systems, network, softwares. (11 months)  
Training period of 3 months updating the web pages  
of Kemi and office services..

### Internet- software development

Development and designing of web pages. SQL-  
database, Apache-server, programming: C- and C++  
languages, PHP, HTML, CSS, Java, JavaScript.

Oulusoft Ay  
Oulu, 2005  
(9 months)

## COURSES

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I have completed numerous additional vocational  
courses:

The Course of Assistant, continue	Institute of Marketing	Oulu 2011
The Hygienie Proficiency Test	Vocational College	Oulu 2010
New Media Professional (materials in English)	Institute of Länsi-Lappi	Tornio 2002
Epoc Software Developer- ohjelmointikoulutus	Kemi-Tornio University of Applied Sciences	Tornio 2001
Mensh Müller- saksaa aikuisille	Adult education	Tornio 1994
The course of Self-employment in Textile- and Clothing Industry	Institute of Länsi-Lappi	Tornio 1993


## LANGUAGE SKILLS

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	WRITTEN	SPOKEN
<b>English</b>	creditable	good
<b>Swedish</b>	satisfactory	satisfactory
<b>German</b>	basics	basics
<b>Russian</b>	 basics	basics

## IT-SKILLS

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Computer AB-Driving License	 Merikoski	Muhos 2004
Certificate of New Media Professional	Institute of Länsi-Lappi	Tornio 2002
Certificate of Microsoft C++- language	Kemi-Tornio University of Applied Sciences	Tornio 2001

graphics

## GOALS

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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.

## OTHER ACTIVITIES

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Swimming, water aerobics and cycling. I like to  
maintain IT-skills by using computer, and so my home  
computer is very efficient and my homepage's  
address is:

<http://kotisivu.suomi.net/anne.harinen>