



## SUMMARY

My professional passions lie in customer service and communications. I have a versatile skillset and a varied range of interests, combining technical knowhow with a customer-first mindset. I enjoy troubleshooting and am constantly looking for ways to make things more usable, accessible, and inclusive.

## WORK EXPERIENCE

- 2023 – 2024**    **1ST LINE IT SALES/SUPPORT ENGINEER**  
PCSpecialist
- Provided technical support and sales advice for customers via emails, live chat, and phone calls.
- 2022**            **MARKETING/COMMUNITY MANAGER**  
Resistance Games
- Planned and executed all social media & marketing efforts, independently, and in cooperation with the publisher.
- 2017 – 2018**    **GAME EDUCATOR (PELITAITO)**  
Ehyt ry
- Educated primary school students on game culture and healthy gaming habits.
- 2015 – 2016**    **FREELANCER**  
Intervisio
- Wrote game reviews for the Tilt.fi website and TV program.
- 2013 – 2014**    **COMMUNITY MANAGER / WEB DEVELOPER / ASSISTANT**  
Tribe Studios
- Various roles, emphasis on web development (design, front-end, maintenance) as well as customer service and community management.
- 2010 – 2013**    **GAME ADMIN / ARTIST / WEB DEVELOPER**  
Dodreams
- Various roles, emphasis on web development as well as customer service and community relations.

## VOLUNTEER WORK EXPERIENCE

**Nörttitytöt** is a Finnish community blog by geek women and gender minorities on various topics: games, literature, science, comics, movies, and more. Founded in 2011, the blog had around 100 bloggers and 15 000 monthly views at the time I was involved.

- 2014 – 2016**    **EDITOR**
- In charge of editing and coordinating articles in the Games category. In addition to editor duties I was involved in organizing various events and managed the blog community together with the other editors.

**IGDA Finland** is the Finnish chapter of International Game Developers Association. IGDA Finland promotes the development of careers and professional skills of individual game developers based in Finland, and develops further the international recognition of the Finnish game developer community.

- 2022 – 2023**    **VOLUNTEER (OULU)**
- I mainly handled the hub's social media, managed events on EventBrite, and helped organise the live events.
- 2015 – 2016**    **MEDIA TEAM LEAD (HELSINKI)**
- Development of both internal and external communications.
- 2014 – 2015**    **EDITOR-IN-CHIEF (HELSINKI)**
- I was responsible for coordinating all communications from event invites and articles to posters and photography.

## EDUCATION

- 2017**            **Game educator training (Pelitaito)**  
Ehyt ry
- 2016 – 2020**    **Engineer, Programming** (unfinished, 59/240 academic credits)  
Oulu University of Applied Sciences
- 2008 – 2010**    **Media assistant** (audiovisual communications, emphasis on 3D)  
Hyria
- 2006 – 2008**    **Engineer, Programming** (unfinished, 75/240 academic credits)  
Jyväskylä University of Applied Sciences
- 2001 – 2004**    **High school**  
Kärkölän lukio / Aurajoen lukio



## SKILLS

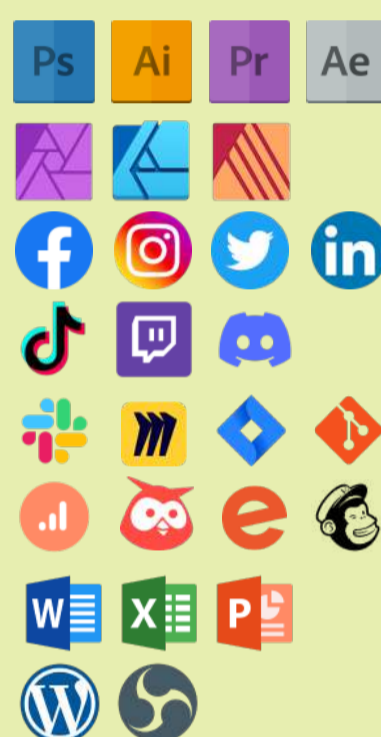
### Professional

Community relations  
Customer service  
Social media  
Copy-writing  
Image & video editing

### Personal

Team player  
Attention to detail  
Independent  
Helpful  
Can-do attitude  
Fast learner

### Software & services



## LANGUAGES

Finnish – native  
English – fluent  
German – beginner  
Swedish – beginner

## POSITIONS OF RESPONSIBILITY

**Secretary**  
IGDA Finland ry  
2015 – 2016

**Board member**  
Nörttitytöt ry  
2015 – 2016

## INTERESTS & HOBBIES

Animal & human rights  
Video games  
TV & movies  
Fantasy literature  
Streaming

## OTHER ACTIVITIES

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### 2018 – Twitch/Discord moderator

Over the years I have volunteered my time as a moderator for several content creators on Twitch, being a part of their moderation teams both while they have been live on Twitch as well as between streams on Discord.

### 2014 – 2015 Activist Ei vihapuheelle (No Hate Speech) / Plan Suomi

I took part in several activist training weekends and raised awareness of the movement's agenda.

### 2013 Activist Game Over Hate

I took part in a week-long conference focused on finding means to combat hate speech online and in video games.

## PAST PROJECTS

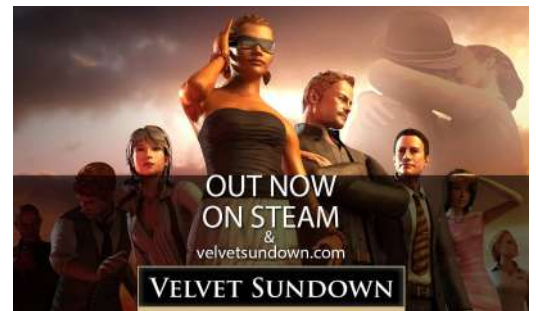
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**5street (Dodreams)**  
Community management,  
customer support, testing,  
localisation



**Fading Fairytales (Dodreams)**  
Testing, design



**Velvet Sundown (Tribe Studios)**  
Community management, customer  
support, testing, 3D



**Maaailman nopein kansa / 5laps.com (Dodreams)**  
Community management,  
customer support



**Grindstone of Time**  
(Global Game Jam 2012)  
Character art, animation



**Great Houses of Calderia (Resistance Games)**  
Marketing, social media, community  
management, testing

## REFERENCES

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**Anna Salomaa**  
CEO, Resistance Games  
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More recommendations on LinkedIn.

Recommendation letters available on request.

Portfolio of my digital art, photography, and web design projects can be found on my website.