

# Curriculum vitae

## SUMMARY

I am an ambitious team player who understands technology, people and how to combine them to achieve great results. I am also a skilled Web Developer with a great understanding of customers requirements since I understand both technology and market communication. I like people oriented work and I am good at creating professional relationships with customers and stake holders.

## WORK EXPERIENCE

### UX Designer student at KYH

August 2022 - June 2024 Stockholm, Sweden

We have learned how to design a positive user experience based on expected behavior, how to use different user research methods to identify challenges and opportunities to improve the user experience. We have learned how to develop a design through wireframes, mockups and prototypes that can be tested with the user and further developed to be as good as possible.

I am also the class representative for the school's first UX designer class.

### Head of Customer Support, Car wash Glimra and Juhlapesu

September 2020 - February 2022 Stockholm, Sweden

I was Head of Customer Support at Glimra (Sweden) and Juhlapesu (Finland), where I managed a team of 6 Customer Service agents, providing them support and mentoring. My team increased customer service satisfaction scores by 18 percent during my first year.

I handled escalations and complaints from customers and partners in my daily work, including monthly KPI reports to the CEO.

With a history in web development, I was asked to define Juhlapesu's mobile app requirements and work with the app development team to finalize the new release with a new user interface.

As Head of Customer Support, I also handled relationships with franchising partners and suppliers, planned marketing campaigns, and sales to B2B customers.

### Lifestyle & Travel Consultant, American Express

February 2017- September 2020 Stockholm, Sweden

Building a professional relationship with Premium Cards members and suppliers, such as hotels, car rental companies, restaurants and airlines. Arranging flight tickets, hotel bookings, restaurant reservations and all kind of requests for premium customers. Resolving issues that may appear with card members with a sense of urgency with proper supervision. Evaluating hotels and airplane companies for customers.

Publishing Premium Card member events online and managing participant registration.

### Customer Care Professional, American Express

February 2015- February 2017 Stockholm, Sweden

Managing different customer account questions via phone and email. For example ordering new credit cards, updating customer account information, checking invoices and helping customers with their online accounts. I was also responsible for our internal database system, making sure it is updated and that all important information is available for the Finnish Customer service team. I took also responsibility of a SAC (Save a Customer) program in the team and taking care of American Express Finland Facebook page.

### Web Developer and Consultant, Starant Stockholm

August 2014 - Stockholm, Sweden

Founder. Consulting within Web Development.

## CONTACT DETAILS

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Year of birth: 1980

Susanna Ylä-Kero



**Web Developer, Create And Consult Stockholm AB**

2013 - 2014 Stockholm, Sweden

Web development and market communication for web. Coding HTML, CSS and Javascript. Technical lead and developing requirements together with customers.

**Content Management, Redaktörerna / Viasat**

October 2013 - January 2014 - Stockholm, Sweden

Content Management, adding and updating web content with Drupal 7, fixing images for multiple platforms (retina displays, iPhone, iPad), checking CSS that it works for all platforms and that the website has no errors. Content Creation, writing and translating text from Swedish to Finnish.

**Customer Service and Support, Viaplay**

2012 - 2013 Stockholm, Sweden

Technical support for online streaming service Viaplay. Customer service and technical problem solving for iPhone, iPad, PC, Mac, Xbox, PS3 and Smart TV.

**Soldering Instructor, Visual Inspector and Testing Operator Nokia Siemens Networks**

2008 - 2012 Oulu, Finland

Teaching new employees soldering theory and giving them practical training. Educating new employees about work in ESD environments. Quality assurance, visual inspection and testing of LTE-modules and units. Responsible for the visual inspection.

**Graphical designer and Webmaster Pohjolan Toimistotarvike Oy**

2009 Jyväskylä, Finland

Graphical design within the Adobe family. Creation of flyers and company presentations. Updating and maintenance of websites. Marketing on the web including SEO, search engine optimization.

**Software Tester Company M Software Oy Ltd, part of CCC corporation Oy**

2004-2005 Oulunsalo, Finland

Testing and test planning for Multimaker family, a publishing system for technical documentation.

**Professional baseball player**

2001-2009

**Accomplishments in baseball**

2009 National Champion with Kirittäret, Jyväskylä.

2006-2007 and 2009 Picked for the national dream team.

2006-2008 Winner of RBI and HR (Run batted in and home runs) in national league.

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**EDUCATION****Oulu University of Applied Sciences**

Business Information Systems degree program 2006-2011

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**TECHNICAL SKILLS, PROCESSES AND METHODS**

Figma, WordPress, HTML, CSS, Joomla, Drupal, Drupal7, EpiServer, SEO, Photoshop, In-Design, JIRA, Microsoft Office Family, Asana, Zendesk

UML, SCRUM, KANBAN, Lean UX Canvas, DoubleDiamond

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**LANGUAGES**

Finnish - Native Language

Swedish

English

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**REFERENCES**

Available upon request.

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