



VILMA JÄRVELIN

UNIVERSITY STUDENT

PERSONAL PROFILE

I am a fifth year student in Jyväskylä University. My major is Finnish language and for now I am working on optional studies of my bachelors degree. I have done my Bachelors thesis last year from Finnish word *aha(a)*. As my minors, I'm studying Information Systems Science and Communication. I have a driving license B and a hygiene passport. Also, I have a lot of experience of customer services.

SKILLS

- Teamwork skills and ability to work in different kinds of environments and tasks
- Ability to meet and work with different people, including children
- Good communication and co-operation skills (also in English)
- Ability to work under pressure
- Ability to use computers (M365, Google Workspace, VS Code for example)
- Ability to use POS-systems of SICOM and S Group
- Ability to work with horses and much knowledge of them

HOBBIES

- Horses
- Knitting
- Painting
- Photographing
- Skiing (cross-country)

CONTACT DETAILS

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EDUCATION

University of Jyväskylä

Department of Language and Communication Studies

University student of Finnish Language,
since September 2019

Laukaan lukio (High school)

Matriculation examination

Graduated in June, 2018

CAREER

Tutor of international university students

JYU, August 2022 to November 2022

As a tutor I contacted my tutees via e-mail before they did arrive to Jyväskylä. I was there for them as they settled into their new study and living environment and was ready to help with travel and housing arrangements, for example. It felt very rewarding to see how I was actually helping people not only to settle down but also make friends. I guess it might be not necessary to say that my English skills improved quite a lot from this experience. In addition to that, I got a great chance to improve also my organising skills.

Fast food worker

Restel Fast Food Oy, Burger King Jyväskylä
August 2018 to September 2020

During the work day, I get to enjoy of different kinds of situations with customers and with my co-workers. My duties are to make tasty food from the order to the customers and to make sure that the customer can exit in a good mood after receiving a good service. I am familiar with unloading the deliveries from wholesale and FIFO, too. The job in a fast food restaurant was sometimes hard and challenging, but I did love to see happy customers and to provide memorable experiences to them.

Karaoke leader

Freelancer, July 2017 to December 2018

Taking care of the karaoke equipment and carrying them were parts of my job description, and of course hosting the karaoke. The most important thing was taking care of that karaoke is running and that the customers can enjoy their time and feel comfortable. I like to see happy people but I liked to see various workplaces and co-workers, also.

Personal assistant of disabled person

Private person in Jyväskylä, October 2016 to June 2019

I helped a young disabled woman with her daily tasks. Listening to my client's wishes and planning common activities according to them. Activities were for example swimming, jogging or eating together or taking care of my horse. The work wasn't easy always, but it was rewarding. I enjoyed to see a happy smile on my client's face after swimming or visiting a cafe.