



# MIKA TARKELA

IT SUPPORT / PROJECT MANAGER

## CONTACT

☎ 044 206 5335

✉ mikatarkela@gmail.com

📍 Huopalahdentie 6 B 18  
Helsinki

## EDUCATION

2008  
KERAVAN AMMATTIOPISTO

- Information and Communication Technologies (ICT)

## SKILLS

- IT Support
- Project Management
- Teamwork
- Time Management
- Self-learning
- Effective Communication
- Critical Thinking

## LANGUAGES

- Finnish (Native)
- English (Fluent)
- Swedish (Basics)
- German (Basics)
- Italian (Basics)

## PROFILE

I am an independent and diligent worker who thrives in a team environment and gets along well with people from diverse backgrounds.

My expertise and interests are focused on IT support, project management, and customer-oriented communication. I'm always eager to learn new things.

In my free time, I enjoy music production, playing the guitar, painting, and engaging in various physical activities such as boxing, cycling, running, and gym workouts.

## WORK EXPERIENCE

- **Apix Messaging Oy** 2022 - 2025  
Customer Implementation / Project Manager
  - Customer implementation, client meetings, project scheduling, e-invoicing setups, additional sales, support and invoicing.
  - Keywords: MySQL, Linux terminal, VPN, O365, E-invoicing.
- **Softavenue Oy** 2020 - 2022  
IT Support Specialist
  - Service Desk tasks, ticket handling, user management, licenses (O365 / Arrow), software installations, support services, domain-services, remote connections.
  - Keywords: Active Directory, O365, Azure AD, VPN, Remote Desktop, Exchange Admin.
- **HCL Technologies** 2014 - 2020  
IT Senior Analyst
  - Service Desk tasks such as handling work requests and establishing a remote connection to the client's computer.
  - Keywords: AD, O365, Azure AD, Intune, Symantec Endpoint Protection, VPN, Remote Desktop.

## REFERENCE

**Maria Andersson**

HCL Technologies Oy

Phone: 045 602 4172

**Alexander Sanden**

HCL Technologies Oy

Phone: 050 597 5109