

# AIDA KOKKO

Tampere, Finland | [aida.kokko@outlook.com](mailto:aida.kokko@outlook.com) | [LinkedIn](#) | [aidakokko.fi](http://aidakokko.fi)

With over 7 years of diverse experience, including operations administration, graphic design, HR, customer service, and documentation. With a degree in information technology, I'm known for my systematic, behind-the-scenes approach to problem resolution, as well as my growing interest in data workflows and digital technologies that improve organizational efficiency. Motivated by roles that emphasize structure, focus, and meaningful contribution over visibility.

## PROFESSIONAL EXPERIENCE

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**Conference Assistant, Glaston Oyj (Tampere, Finland)** **Mar 2023 - Jun 2023**

- Gained insight about event planning software and internal collaboration tools, as well as created the conference cue sheet for six parallel sessions.
- Resolved last-minute issues on-site, ensuring seamless experiences during the conference.

**Operations Administrator, Al Salam Private School & Nursery (UAE)** **Sep 2017 - Sep 2018**

- Created a work cycle sheet for operations and modified the school's blueprint, resulting in more efficient operations.
- In six months, I organized and completed at least 50% of the school's operations process goals, which included facilities management, maintenance schedules, cleaning services, security, and school activities.

**HR Admin Assistant, Integra Recruiters Asia, PTE LTD. (Singapore)** **Aug 2015 - Aug 2016**

- Onboarded 50+ new hires by managing documentation collection, including work visas, drug testing, and medical reports, ensuring 100% compliance with Singapore's ministry of manpower regulations and reducing onboarding time by 15%.
- Sealed a subcontract deal with Dragages Singapore Pte Ltd, one of Singapore's largest construction firms.

**Junior Graphic Designer, Charisma Elite Marketing (Malaysia)** **Jan 2014 - Jun 2015**

- Designed and prepared visual materials for print and digital formats, including brochures, business cards, flyers, and large-scale signage.
- Ensured high-quality output by performing prepress checks and adhering to color, resolution, and print standards.

**Customer Support, Qualfon Inc. (Cebu, Philippines)** **Jul 2010 - Mar 2012**

- Analyzed 200+ customer interactions to identify top escalation reasons.
- Assisted with phone connectivity issues using SIM card and device activation, network diagnostics, ticketing systems, and network monitoring tools.

**Technical Writer, MedSpecialized (Cebu, Philippines)** **Jan 2009 - Nov 2009**

- Created technical manuals, user guides, and product documentation in collaboration with software developers and software testers.
- Translated complex technical information into clear, user-friendly content for internal and external audiences.

## EDUCATION

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**International Business and Logistics** **Oct 2022 - May 2023**

Tampere University of Applied Sciences

- Case study on "Celltech Battery Solutions to Brazil".

**Bachelor of Science in Information Technology** **Jun 2003 - Mar 2007**

University of the Visayas, Philippines

- Thesis on "Automated Gasoline Dispenser."

## SKILLS

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- **Technical Skills:** Adobe Photoshop & Illustrator, Canva, Figma, Python, PostgreSQL, HTML
- **Language:** Suomi (B1.1), English(Fluent), Tagalog & Cebuano (Native).