

RÉSUMÉ

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PROFILE

Working professionally in the digital industry for 9 years, I have moved up my focus from detailed usability engineering to multi-channel service design for agile startups as well as complex multinational organisations. Over this time I have gained valuable experience:

- . Strategic and service design
- . Team and general management
- . Being the intersection of technology, psychology, business and design
- . Creating and maintaining solid, intuitive user experience
- . Facilitation team development through education, literature and workshops

I am a thoughtful and passionate creative. I thrive working closely in teams, guiding the deliverance of the best quality innovative services.

EXPERIENCE

Chairman & Partner, TIKAU, Helsinki, FIN - 2014 -

From my past experience, I am now bringing service design thinking to Tikau and help improving the experience at the different touch points.

Service Design Consultant & Founder, THE BIG PICTURE, Helsinki, FIN - 2011 -

Too many failed projects due to stakeholders not seeing the big picture, made me found a consultancy called THE BIG PICTURE. Now I focus on designing innovative services for opportunity takers, using methods like rapid iterative prototyping, business model canvas and real insights.

Chief Experience Officer & Partner, Grow VC, Helsinki, FIN, 2009 - 2011

Over these years I gained experience in negotiation, management, service design, branding-building and building a community. During this time I have had an opportunity to focus on building a multi-channel service and work with a team spread over continents.

UI specialist/Concept designer, Xtract, Helsinki, FIN, 2006 - 2009

I learned the importance of involving end-users in the design process. In this fast growing company, I also gained experience in cross-culture communication and brand building.

EDUCATION

Aalto University, Master of Science 2001-2010 Cognitive technology, User-centered Product Development.

SKILLS

User research, user experience, service design, concept design, team management, startups, usability, consultancy, graphic design, information architecture, design thinking, advertising, marketing, lean startup methods, brain storming, mock-ups, workshop facilitation, mentoring, client relations.

LANGUAGES

English (full professional), Swedish (native), French (native), Finnish (professional), German (elementary)

REFERRALS

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