CURRICULUM VITAE

Tony Eriksson

IT support / service desk / coordination roles

Äänekoski, Finland

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Profile

A methodical and reliable customer service assistant, applying for IT support, service desk and coordination roles. I have planned and guided the development of two software projects with AI-based coding tools: I specify the changes, test each version myself, find the root causes of faults and record the fixes in order of priority. At work I am known for being precise and for taking the initiative – I am currently covering for mail carriers who are on sick leave or holiday.

My native language is Finnish, and I speak English fluently.

Experience

Mail carrier (substitute)

Posti Oy **3/2026–present**

- Cover for sick leave and holidays; about 16 weeks when converted to full time (4 in the spring, 7 in the summer and 5 in the autumn).
- Agency work through Eezy Oy 16.3.–24.10.2026, then Posti Oy's own employee in a two-person substitute pool from 26.10.2026.
- Sorting the morning's parcels, letters and newspapers onto routes, assembling my own route and delivering it by car on a tight schedule.
- The work calls for speed, accuracy and endurance; my supervisor has particularly praised my perseverance and my safe driving.

Sales assistant

Valamo Monastery, Tuohus souvenir shop **5/2025–8/2025**

- I was responsible for keeping daily operations running smoothly in a team of seven (the shop, the wine shop, and the hotel and academy reception); I knew the shop manager's duties and carried them out during their holidays.
- Back-room work: emails and phone calls, picking and packing online orders, receiving goods, supplier orders and stocktakes.
- Maintaining the online shop in the Confirma system: adding new products and images (GIMP), and processing and tracking orders.
- Handling complaints and returns with the customer right through to the end; guiding volunteer sellers. I was thanked for my technical understanding and for learning quickly.
- Earlier a volunteer seller in the same shop in 7–8/2024, 12/2024–1/2025 and 2–4/2025.

Sales assistant (agency work)

StaffPoint Oy **12/2019–4/2020, 10/2020–9/2024**

- Customer service at the checkout and shelving products in different shops; flexible work on changing shifts.

Sales assistant (summer job)

Osuuskauppa Keskimaa, S-market Äänekoski **6/2020–9/2020**

- Customer service at the checkout, shelving and display.

Museum summer employee

City of Äänekoski **6/2019–7/2019**

- Customer service at the museum front desk, and opening and closing the exhibition.

Own projects

Case Pass – an offline Android application

Personal project **2026–present (in development)**

A calendar, ticket management and an encrypted password vault in one application that works without a network connection.

- I designed the application and guided its development with AI-based coding tools.
- I tested each version on my own phone and traced the causes of faults; for example, by testing I found what was making the application stutter.

The Daily X – a public base for an AI bot

Personal project **2026–present (in development)**

A bot base, shared for anyone to use, that produces a daily news digest.

- I designed and quality-assured the base; I went through the logs before every change.

Practicing Independence – an English-language article series

X **2026–present**

I write and publish an article series that continues my hobby of historical re-enactment.

Organiser of the Muistamme event

Non-profit association (voluntary work) **8/2023–7/2025**

- Maintaining the website (WordPress), organising small-scale fundraising collections and keeping in contact with different parties.

Education

Business Information Technology (game development) – studies

JAMK **2021–2025**

An English-language degree programme, specialised in game programming. I learned how programs are built and how faults are located by testing. The degree was not completed.

Matriculation examination

Äänekoski Upper Secondary School **2019**

Skills

Troubleshooting and testing
Troubleshooting in the smallest testable steps, finding root causes and checking the logs before making changes.

AI tools
I use AI agents every day for research, handling bookings, tracking my finances and planning my training. In software projects I direct AI-based coding tools by specifying the changes and testing the results myself.

Organisation
Managing several matters and schedules, prioritised task and fix lists, and following up on changes.

Customer service
Years of experience at the checkout, in a shop and in an online shop; clear communication between different parties.

Security
Security is part of my everyday routine: my phone runs GrapheneOS, I keep my passwords in an offline password manager and I use two-factor sign-in.

Technology

Microsoft Office (Word, PowerPoint, Outlook, Teams) · Linux · Android/GrapheneOS · AI-based coding tools · Confirma (online shop system) · WordPress · Inkscape · GIMP

Cards

Occupational safety card · Tieturva 1 · Hygiene passport

Languages

Finnish (native) · English (fluent)

Driving licence

Category B

A reference letter from the shop manager at Valamo Monastery is available. Referees (including a supervisor at Posti) are given on request.

Get in touch

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