

Olivia Lavonen

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ABOUT ME

As a professional with extensive experience in the customer service industry, I have cultivated a wealth of cultural insights through my work in Europe. My approach to work is characterized by confidence, a commitment to setting ambitious goals, and fostering teamwork. My enthusiasm for collaborative efforts extends to remote independent work, where I've demonstrated exceptional efficiency. Whether collaborating with a team or working autonomously, I believe in the power of shared innovative ideas to create extraordinary outcomes.

KEY COMPETENCIES

Content Creation
Graphic Design
AI Implementation

Remote Working
Stress Management
Social Media

Empathy
Communication
Innovation

LANGUAGES

Finnish - Native

English - Fluent

Greek - Beginner

PROFESSIONAL EXPERIENCE

Synchro Social

Sept 2023 - Present

Graphic Designer / Content Creator

Accomplishments:

- Developed engaging visual content for the company's clients, mostly based in the United States.
- Executed end-to-end graphic design projects, ensuring brand consistency and visual appeal.
- Managed content creation from concept to final delivery, meeting tight deadlines.
- Adapted to fully remote work, demonstrating strong communication and collaboration skills.
- Successfully integrating AI into daily workflows to maximize productivity.

Apple

March 2022 - Sept 2023

AIML Annotation Analyst

Listening and transcribing audio precisely and efficiently, while evaluating language usage with the help of my cultural knowledge.

Accomplishments:

- Independently navigating systems and tools, while successfully working with tight deadlines.
- Daily throughput of 1500-2000 data segments across the Finnish market.

Mercedes Benz

April 2021 - March 2022

Customer Service Representative

Providing roadside assistance and high quality customer service with app related queries.

Accomplishments:

- Maintaining KPI's and improving constantly as an individual and as a team.
- Working in a fast-paced environment and taking inbound calls, emails and outbound calls to follow up with the customer.

- Disney** **Sept 2020 - April 2021**
Customer Service Representative
 Providing personalised customer service mainly through social media platforms such as Facebook and Instagram using Sales Force. Answering customer queries through email and chat.
- Accomplishments:
- Maintained Disney standards in a fast-paced manner while working remotely from home.
 - Attended and contributed in team meetings.
- Legends Rock Bar** **April 2020 - Dec 2020**
Barwoman
 Working as a barwoman in a lively rock bar in Rhodes, Greece for the summer season.
- Accomplishments:
- Preparing a variety of cocktails from fresh quality ingredients.
 - Maintaining high standards and good customer service, while working 12-14 hour shifts in extreme heat.
- Thetis Cafe Bar** **Sept 2019 - April 2020**
Barista / Barwoman / F&B
 Making a huge variety of coffees and cocktails, while also preparing snacks for customers.
- Accomplishments:
- Monitoring bar inventory and listing needed supplies.
 - Training new employees on store policies and procedures.
- Saint Amon Hotel Faliraki** **Summer season 2019**
Waitress
 Working as a waitress in a touristy area in a very busy environment.
- Accomplishments:
- Making suggestions to customers based on their individual taste.
 - Providing customers with information about the surrounding area and attractions.
 - Working efficiently while maintaining customer expectations.
- Helsinki Freedom Records** **Internship 2018**
Producer
 Got familiar with music production using Ableton in a professional studio setting with a well known producer.
- Participated in co-writing sessions with well known Finnish musicians, Youtubers and TV personas.
- Piika & Sisar Oy Helsinki** **2017**
Accommodation Assistant
 Providing clients with professional cleaning services while maintaining high company standards. Helping elderly people with a variety of house chores.
- Buusteri Helsinki** **2016**
Telemarketing
 Cold calling customers in order to sell different products such as magazines and streaming services.
- Personal Huset Staffing Group** **2016**
Accommodation Assistant
 Housekeeping and office cleaning independently.