

CURRICULUM VITAE

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PROFESSIONAL SKILLS AND COMPENTENCES

I am experienced, realistic and well networked telecommunication / technical sales professional. I am successfully worked always very close relationship with customers in different roles like service manager, logistic manager, product manager and project manager. I have also organized and kept commercial customer trainings around the world when I was a service manager. During my working history I have also had managerial responsibility up to 40 personnel.

I am always eager to learn something new. During last few years I have studied by myself how to make WEB pages and WEB applications by using Python and Google app engine.

Currently I study how to make web applications with Microsoft visual studio and Azure cloud services.

Physically I am excellent condition after doing life time sporting activities like skiing and running.

I have fluent English skills, basics of Russian, German and Swedish.

Great challenges keep me well motivated.

Work experience

2017

TYn-Electric Ltd

CEO and founder of TYn-Electric Ltd

Currently setting up our own company TYn-Sähkö Oy in Central Finland Laukaa.

I have found there is a lack of short period resources for Technical support, After sales and Customer acceptance. I can offer 30 years' experience for that sector.

TYn-Electric helps companies subcontracting and consulting basis.

One foundation of company is all kind of electrical installation works as most probably there are quiet times in consulting sector. We can offer Services for Planning of Installations, TV-Antenna installations, Telecommunication installations, Small computer networks, WEB and security cameras and Alarm systems.

Check out our website www.TYn-Sahko.fi and contact me to talk about your case.

2014–2016

Microsoft

Senior Customer Acceptance Manager

My latest position was a Customer Acceptance Manager for Lumia Phones in Microsoft. I did product approvals from telecommunication operators for Microsoft smart phones. Typically, we had 80 different countries and totally over 200 operator variants / product. I had special role to get product approvals from US operators for all products developed in Finland. I had responsibility of planning, timing, communication, ordering and delivering of test material, collecting feedback and analysing it and delivering of corrective SW releases with release documentation. I was also member of management team.

1984–2014

Nokia

Customer Acceptance Manager (2005–2014)

My responsibility was to get product approvals for Nokia smart phones on time before sales start from biggest telecommunication operators in APAC, Europe and North America. In this work I have made different kind of tasks like:

- Information transfer between product program and customer.
- Acceptance planning, Information sharing, Fault analysing and prioritization
- Writing of customer release notes

Especially I reached approvals from demanding US operators like AT&T.
I was also member of product program management team.

Service Manager (2003-2004)

Service Manager of Tetra terminals and head of Customer Care

Global responsibility of repair center subcontractor selection, training and auditing. Customer training of Tetra terminals. Responsibility of maintenance part of Nokia Tetra Network tenders. Management of customer care team.

Product Manager (2002-2004)

Product manager 1G Tetra terminals and marketing responsible for Scandinavia, Benelux and UK markets. Marketing study of UK tetra terminal markets. Participating of several exhibitions and seminars presenting Nokia Tetra terminals.

Project Manager (2000-2001)

First Nokia Tetra country wide terminal delivery planning and acceptance with customer.

Department Manager of Logistic (1998-2000)

Manager of purchasing, shipping, security logistic and after sales. Personal responsibility of controlling of contract manufacturing and productions forecasting. Manager for 40 personnel.

Service Manager (1985-1997)

Global responsibility of repair center subcontractor selection, training and auditing. Factory radio maintenance, spare parts, customer training and documentation of PMR-terminals. Responsibility of maintenance tenders as a part of Nokia Tetra Network tenders. I was also trainer in maintenance training courses. I built up after sales service network from factory repair center to global subcontractor network with spare parts, customer training and documentation.

Production technician (1984-1985)

Different positions in private mobile radio production.

EDUCATION

B.Sc. Telecommunication, 1993

Telecommunication Technician 1984

LANGUAGES

Native Finnish, Fluent English, basics of Russian, German and Swedish

COMPUTER

MS Office, SAP production control

C++, HTML5, Web applications with Python

TRAINING

Presentation, Several, Management, Several

PERSONAL INTEREST

Skiing, fishing, hunting, shooting, WEB pages and applications.