

Kari Salminen CV

03.12.2018

Work Experience

29.08.-28.12.2018 ESP Global Services Limited UK (Dublin, Ireland)

Onsite Airport IT Support Engineer *4-month contract*

Provide on-site support for all components of the airport passenger processing system at Dublin Airport

- Carrying out preventive maintenance as well as troubleshooting and repairing on the range of self-service machines
- Troubleshooting and repairing passenger processing system computers and operating system
- Troubleshoot and report errors in barcode readers, cameras, information screens, etc.
- Respond to all customer incidents and service requests from the Global Service Desk and work to agreed SLAs
- Inventory handling

02.04.-28.08.2018 Holiday

Hewlett Packard Enterprise will cut 5000 of global staff 2017-2018.

Most of Dublin, Ireland job moved to India and I am one of the lucky one who lost his job.

I say lucky because I got a really good redundancy payment, and this gave me time to meet my family in Finland, watch World Cup Football and enjoy the summer.

17.10.2011–30.03.2018 Hewlett Packard Enterprise (Leixlip, Ireland)

Nearline Support Engineer (02/2012-03/2018)

Troubleshooting and solving problems by phone, e-mail and remotely.

- HP StoreOnce (Disk-to-Disk Backup Systems)
- HP Tape Standalone Drives and HP Tape Libraries
- HP VLS (Virtual Library System) and HP MSA (Modular Smart Arrays)
- Information gathering, troubleshooting and problem research
- Use the SAN Toolbox to solve problems of SAN switches

10/2011–01/2012, Server Support Response Engineer

- HP ProLiant server product line and HP Blade Systems



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Driving Licence: EU

11/2010-10/2011, Xerox Ltd (Dublin, Ireland)

Customer Support Account Champion

Support customers business printer solutions via phone and email.

- Escalation of incidents, as and when necessary
- Troubleshooting and solving technical problems by phone and e-mail
- Accurate documentation of all ticket-related issues within XSM and other tools
- Validating DRA's and dispatching consumables where required

Education Degree

08/1994-01/1996 Vocational Adult Education Centre (Helsinki, Finland),

Information and Communications Technology Degree.

(Equivalent 3 years of the school time studies.)

I am a self-taught IT Engineer!

- I learned the IT basics in this school, then I learn more when I worked in the IBM Company as Lotus Notes Specialist.
- After IBM I run my own company where I learn a lot about entrepreneurship and customer service.
- When I moved to Ireland, I first worked in the Xerox. Then I ended up working Hewlett Packard Enterprise as an IT Engineer, where I learned more new skills, products, and customer service.

Certificates

02.10.2018, **Basic Security Awareness Training (BSAT)**

04-05/2018, **edX RIT**

CYBER501x: **Cybersecurity Fundamentals**, 8 modules in 8 weeks an online learning

04/2018, **edX** (University of Washington)

CYB001x: **Introduction to Cybersecurity** (Online learning).

10/2012, Wilson Learning - Signature Service: **The Key to Customer Satisfaction**® (Leixlip, Ireland).

Recommendation

At LinkedIn and my Website, I have recommendations from HPE Team Leaders.

