

# NIKOVIRTALA

I'm curious and enthusiastic IT professional with wide range of technical skills. My workday is highly successful when I have learned something new and used it in my delivery.

## CONTACT

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## SKILLS

Troubleshooting  
Solution Design  
Configuration Management  
Systems Management  
Scripting  
Virtualisation  
Containerisation

## EDUCATION

Vocational Qualification in  
Electronics and  
Communications Technology  
[2004]

## CERTIFICATION

ITIL® Foundation  
Certification [2012]  
F-Secure Technical  
Certification [2016]

## PROFESSIONAL EXPERIENCE

### *Service Solutions Architect - Diebold Nixdorf Oy [May '16 -]*

As a Solution Architect I am responsible for designing service solutions as well as technical solutions to be used in managed service delivery for our banking and retail customers in Nordic area. Supporting our sales, service transition and operations teams in all stages of service lifecycle is also part of my daily business.

### *Transition Manager - Wincor Nixdorf Oy [Jul. '13 - May. '16]*

I was working as a part of global solution management team and responsible for defining and implementing systems management and monitoring solutions in Nordic area, based on customer requirements and utilising Wincor Nixdorf's eServices Platform.

### *System Specialist - Wincor Nixdorf Oy / AB [Jul. '08 - Jul '13]*

Operating systems management, for variety of major Nordic retail and banking customers was on part of my responsibility, same as Point of Sales environment system standardisation for major Finnish retailer. From May '11 to July '13 my office was located in Solna, Sweden.

### *Staging and Logistics - Wincor Nixdorf Oy [Jan. '07 - Jul '08]*

Responsible for staging and shipping Point of Sales equipment to Finnish retail stores.

### *Helpdesk Support - Arlainstituutti [Dec. '05 - Dec '06]*

Provided local support for visually impaired and deaf-blind students in context of workstations, applications and personal accessory.