



# TEIJO KYTÖLÄ

SEASONED PROJECT MANAGEMENT PROFESSIONAL



Espoo, Finland



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## ABOUT ME

Overall ICT industry experience 15 years:

- Service Management 10 years
- Project Management over 10 years
- Management & Leadership 7 years
- Data center & Cloud operations experience over 10 years
- Information Security Mangement (ISO27001 & Katakri) 6 years
- Business Projects 5 years

## SKILLS

PROJECT MANAGEMENT

STRATEGIC PLANNING

TEAM LEADING

INFORMATION SECURITY MANAGEMENT

BUSINESS CRITICAL DATACENTERS

CLOUD BUSINESS

## LINKS

LinkedIn:

<https://fi.linkedin.com/in/teijokytola>

## LANGUAGES

FINNISH

ENGLISH

## PERSONAL DETAILS

Nationality  
Finnish

## WORK EXPERIENCE

MPY  
YRITYSPALVELUT OY  
Helsinki  
Jun 2021 - Apr 2024

### Chief Customer Officer

- Spearheaded comprehensive customer engagement strategies, encompassing service operations, data center & cloud services, service management, and PMO.
- Elevated customer satisfaction and NPS scores by over 30% through strategic initiatives.
- Engineered a dramatic improvement in employee satisfaction, boosting eNPS from -55 to +55 within a 70-person team.

MPY  
YRITYSPALVELUT OYJ  
Helsinki  
Aug 2020 - Jun 2021

### Head of ICT services

Spearheaded a dynamic team of IT and security experts across Vantaa and Tampere. Project management for key customers, improving employee & customer satisfaction.

DATACENTER  
FINLAND OY  
Helsinki  
Mar 2016 - Aug 2020

### Project- and Service Manager

- Led project- and service management initiatives for top-tier clients in the data center and cloud services industry, focusing on managed ICT, data center, and cloud solutions.

ARROW ECS  
FINLAND OY  
Helsinki  
Mar 2015 - Mar 2016

### Technical Presales Manager

- Led technical pre-sales strategies, specializing in network and security solutions tailored for a varied customer base.

VARIOUS  
COMPANIES  
Espoo  
May 2005 - Mar 2015

### Various

- Progressed from Field Service Engineer to Manager of Managed ICT Services, demonstrating robust competencies in Project Management, People Management, Team Leadership, Customer Experience.

## EDUCATION

UNIVERSITY OF  
JYVÄSKYLÄ  
Jyväskylä  
2018

### Master of Science

- Pursuing Master of Science at the University of Jyväskylä with a focus on software development & digitalization
- Degree currently **\*\*incomplete\*\***.

PROFESSIONAL  
DEGREE IN  
MANAGEMENT  
Espoo  
2013

- Holds a professional degree in management (Johtamisen erikoisammattitukinto)

SOUTH-EASTERN  
FINLAND  
UNIVERSITY OF  
APPLIED SCIENCES  
Mikkeli  
2006

### BBA

- Bachelor of Business Administration with a specialization in Information Technology Management.