

Curriculum Vitae

Work experience

Meet up and Couchsurfing

2022-2024

Estonian language and culture teacher English base

Culture, health, language and history teacher English base

2023-2023

Prisma/Rimi/Hansamark (Humanlink)

Work tasks: store worker

Temporary work

HM Kristiine

2023-2023

Work tasks: store worker

Reason for leaving: Ethical breach by another worker, but they ended my contract. They didn't like that I provided them feedback, and didn't want to accept the change and improve (store was very dirty and messed up).

Lootuserand Elderly Home

2023-2023

Work tasks: Activity Supervisor

Offered idea for developing Slitching Ambulance concept

Reason for leaving: work conflict, male employee was making me down after I said that he was too rude with the female client

Montessori Kindergarden

2023-2023

Work tasks: support person for the child

Reason for leaving: no contract made in time

Laagna Basic School

2023-2023

Work tasks: teacher for children for children with special needs

Reason for leaving: colleague, who was lying about situation

Test/Mystery shopping (Different companies)

2022-23

Work tasks: customer service feedback /testing

Lidl worker

2021-2021

Fujitsu AS Service Desk Process Controller (Norwegian and Swedish teams)

02/2019 - 05/2022

Work tasks: reporting, assisting SDA with the cases, monitoring, feedback providing, holding an eye on SLA's, meetings with the customer, hiring team, new employee training, team leading, consulting, risk management, team meetings, quality check, language level check within hiring team, info database,

Reason for leaving: Left because of burn out at work, own wish

Fujitsu AS Service Desk Agent (Norwegian team - HM chain (HM, COS, Weekday, Arket, Other Stories)

11/2017-02/2019

Work tasks: answering the calls, handling customer requests

2017-2017

Norwegian language and culture communication group

Starman AS Technical support agent

09/2013-11/2017

Work tasks: answering the calls, handling customer requests

Reason for leaving: new opportunity to develop

Rimi worker

2013-2013

Hurtigruten ASA (Norwegian team)

02/2013-07/2013

Work tasks: reservations, handling customer requests

Reason for leaving: can be clarified

Home assistance

2012-2022

Transcom AS Technical support agent (Norwegian/UK team)

01/2012-08/2012

Work tasks: navigation system technical support, handling customer requests

Reason for leaving: new opportunity to develop

Norfolier AS Sales consultant (Norwegian team)

01/2011-10/2011

Work tasks: answering local Sales agents' calls, making orders

Reason for leaving: cutting the staff

Tallinn University

2009-2009

Norwegian language teacher Russian base

Couchsurfing

2007-2014

Russian language teacher English base

Culture, history, language teacher

Guide

Runway International AS Customer Service (Norwegian team)

06/2007-05/2010

Work tasks: answering the calls, handling customer requests, WS support

Reason for leaving: burn out and new opportunity

Rimi worker

2006-2007

Total Tekstil AS

07/2005-09/2005

Reason for leaving: summer job

Fana Elderly home

06/2005 (short period in summer)

Work tasks: taking care of elderly people

Reason for leaving: can be clarified

Bergen Museum (Norway) Edvard Grieg /Harald Sæverud Museum guide (Estonian/Russian/English)

04/2004-09/2004

Work tasks: guiding the customers on museum area

Reason for leaving: seasonal work

Barnevakt/Vaskehjelp

2002-2006

Work tasks: taking care of children, washing the houses

Reason for leaving: additional work during studies

Au-Pair in Norway

2001-2003

Work tasks: care about children, washing the houses, making food

Education

University of Bergen

Kulturvitenskap (Arts and Humanities)

08/2023-2025

University of Tartu, Estonia

Finno-Ugric linguistics extern

09/2020-05/2022

Estonian Academy of Music and Theatre, Estonia

Music therapy Basic course

Research work: "Achieving an inner balance with a method of music therapy" (Supervisor - Roman Timofejev)

2015-2017

Estonian Academy of Music and Theatre, Estonia

Music therapy Initial course

Final thesis: "Family importance and music therapy possibilities for children from the families with divorced parents" (Supervisor - Roman Timofejev)

2013

Krautman Massage and Nature therapy school

Ayurveda theory and oil massage course /Alar Krautman, 20 hours

2012

Krautman Massage and Nature therapy school

Bach Flower therapy course /Malle Liik, 8 hours

2012

Krautman Massage and Nature therapy school

Aromatherapy and aromatherapy massage course / Angelika Maasikamäe, 40 hours

2012

Bergen High School Teacher Academy

Year in High School - Music study

2005-2006

2-weeks course in Ole Bull Academy, Voss, Norway

Bergen University, Norway

Examen Philosophicum / Media and communication studies /Cultural studies/Musicology

2003-2005

Nygård School, Norway

Test in Norwegian, Higher level

2003

University of Tartu

Finno-Ugric linguistics

2000-2001

Jõhvi Russian Gymnas

Matemathics class

1997-2000

Non-formal education

2010-2023

Long-term own therapy:

2010-2015: art therapy (ca 100 hours)

2011-2012: aromatherapy and ayurveda, bach therapy (ca 20 hours)

2012-2017: music therapy (ca 30 hours, might be more)

2021-2023: body-voice therapy (ca 50 hours, might be more, as self-practice)

2021-2021: breathing therapy (2 hours)

2022-2022: sound therapy (ca 6 hours)

2022-2022: regression holistic therapy (12 hours)

2022-2022: creative therapies (ca 30 hours, might be more)

2022-2024: water therapy

Business related education

- ITIL Foundation 4 (Fujitsu AS)

2019

- Lean education - Sense and Respond training (Fujitsu AS)

2020

Awards

- Excellence Award Bronze (Fujitsu AS)

2021

Other education

2023

- Documentation in Music Therapy, online course /Aalborg University, Denmark, prof. Gustavo Schulz Gattino

2022-23

- The Oxford Diploma in Art Therapy Master Course / Udemy learning platform, Chris Sivewright (110.5 hours) - ongoing

2023

- Comprehensive fundamentals of digital marketing and sales / Ettevõtluskeskus

2023

- Introductory training for activity supervisor for people with disabilities or psychical disorders (e-learning program) / Tartu University, Estonia

- Alternative communication - principles, different tools and methods. Using PCS images in development work for people with special needs/ Kõo Tugikeskus, Estonia, Kati Kiiver
- Foundations of Music therapy assessment, online course /Aalborg University, Denmark, prof. Gustavo Schulz Gattino

2022

- Gestalt Psychotherapy - accredited certificate / UdeMy learning platform, Elmira Strange, MPhil, Dip

2022

- Methods of transpersonal art therapy in client work and self-reflection /Sisemine Rahu OÜ, Kristina Tamm

2022

- Psychosocial care in crisis briefing (Estonian Ministry of Social welfare)

2022

- Body - Voice therapy, Group dynamics (Elena Vershinina Voice school) - Level 1 therapist

2022 - 2023 (7 months training)

- Door to the unconscious or meeting with Yourself (Practical webinar workshop - Imaton Institute of Practical psychology, St. Petersburg, including technics of phototherapy, fabrics therapy, bibliotherapy, clay therapy/ Art therapist Jekaterina Smorzhanik, Russia, 12 hours)

2022

- Methodology of color diagnostics (Lucher test) and psychotherapy with works of art (Practical webinar workshop - Imaton Institute of Practical psychology, St.Petersburg / Music therapist Vladimir Elckin, Russia, 8 hours)

2022

- Alchemy of feelings and experiences as a mechanism of healing in art therapy process (Practical webinar workshop - Imaton Institute of Practical psychology, St.Petersburg, including technics of dance therapy, music, drawing / Art therapist Vida Grigaliunaite, Lithuania, 12 hours)

2022

- An approach to non-violent communication in the work environment (Estonian Human Rights Center/Experienced advisor Evelyn Valtin)

2021

- Diversity and Inclusion training for trainers (Estonian Human Rights Center)

2021

- Sport and eating disorders - understanding and managing the risks (University of Tartu)

2021

- The power and spirit of a habit - shaping the habits, related to sport and exercise (University of Tartu, 8 hours)

2021

- Using digital tools to support work and self-improvement (University of Tartu)

2021

- Psychology of religion (University of Tartu)

2020

- How to recognize and support elderly violence victims (University of Tartu, 26 hours)

2020

- Psychology Basic course (University of Tartu, 52 hours)

2020

2012-2013

Voice yoga and lucid dreaming group

- Globalization and Diversity studies, mindfulness, coaching (Denmark, Fyn Folk High school, Multicultural experience)

2010

- Cross-cultural training - Interpersonal/Intercultural conflicts (Poland, EstYes voluntary office)

2009

- Training on autism/support services for volunteers (Tallinn Family Center)

2009

- Ole Bull Music Academy, Voss, Norway

2- weeks course in norwegian folk music/song

2006

Other experience

- FutuLab Ülemiste project (mental, social, physical health ideas) - left from the project

2023

- Voice recordings work-related (Norwegian, Fujitsu AS)

2021-

- Translation work /text editing work-related (English to Norwegian, Fujitsu AS)

2019-

- Translation work / text editing for private persons (Russian to Estonian/ Estonian to Estonian (editing)

2021

- Translations for web-page in Wordpress (Estonian to Russian/English)

2021

- Ceramics classes, Nuunu Art, Tallinn

2020

- Drama classes, Masterskaya AmSpace, Tallinn

2019

- Developing the idea and leading team communication group in order to improve team work, to increase the trust between team members, to support team members, to decrease the level of stress

2018, 3 sessions x 45 min

- Music therapy practice within the study (Tallinn Lastekodu children group, individual sessions with children (autism/regular), adult individual)

2016-2017

- Contemporary / House dance / Vocal classes, Free Flow studio, Tallinn

2014 - 2015

- Volunteer in a Church cafe

Barista work, recipes' creation, making food, cleaning, decoration of the room

2013-2014

Müzik Otizm - support participant from Estonia

2009-2010

- Short documentary creation in Poznan, Poland

Film project work: "I don't" (co-work, idea development, planning, interviews, filming, editing, presenting, discussion)

SCI Poland - Service Civil International

2009

- Tallinn Family Center support services person

Support volunteer for a child

2009

- Developing the idea and organizer of charity event/concert for Haiti disaster purpose

Project work "We are family" (co-work with multiple musicians, dancers, actors)

2009

- Cultural research on music phenomenon in Bergen, Norway

Research and exhibition project work: "Bergen Beat" (Supervisor: Bente Gullveig Alver)

University of Bergen, Norway

2005

- Short documentary creation in Bergen, Norway

Film project work: "Belinda Glava" (Work in team with co-students; interview, planning, filming, editing, presenting)

2004

- ISU - International Student Union membership in Bergen, Norway

2003-2006

Language skills

- English Advanced
- Norwegian Expert
- Swedish Advanced
- Danish Advanced
- Icelandic Advanced
- German Advanced
- Italian Elementary
- Portuguese Elementary
- Spanish Elementary
- Greek Elementary
- Polish Elementary

- French Elementary
- Ukrainian Elementary
- Russian
- Estonian

Interests

Music, film, sports, dance, stretching, arts, language learning, nature hiking

Politically neutral