

# Agne Almroth

Looking for an exciting job within communications and customer service.

W: <http://www.worky.com/agne-almroth>

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## Agne Almroth's Professional Experience

### 2005 - 2013 **TeliaSonera International Carrier - Quality Manager**

As a Quality Manager I had responsibility for service improvement implementation, customer documentation updates, worked with the Net Promoter Score program, used various CRM systems.

Key Skills CRM, quality manager

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### 2005 - 2013 **TeliaSonera International Carrier - Quality Assurance Officer**

Being responsible for the service quality I took care of the following: initiated improvements and process/ routine/ system changes based on customer feedback; worked with the customer satisfaction program - Net Promoter Score - customer surveys and feedback results, did KPI monitoring and reporting. Also monitored service performance according to SLAs using Oblicore. Have driven internal promotional campaign to increase awareness of NPS program. Have written and updated many customer communication documents.

Key Skills CRM, quality manager

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## Agne Almroth's Education and Qualifications

2005 **Bachelor/Degree - ,  
Haaga Helia University of Applied Sciences, Helsinki**

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2005 **Bachelor/Degree - Hospitality Management  
Haaga Helia University of Applied Sciences, Helsinki**

Learnt the specifics of the business within the hospitality industry and customer service sector. Learnt to organise events. Meanwhile worked at the restaurant that was awarded "The best personnel".

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1999 **Bachelor/Degree - Bachelors, English Pedagogics  
Jonusas Radvila College**

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## Agne Almroth's Additional Information

### Links

**Linkedin Profile - <http://www.linkedin.com/in/agnealmroth>**

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### Interests

I have a great interest in communications and webdesign.

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