

CURRICULUM VITAE

PERSONAL INFORMATION

Name **Timo Juhani Partanen**
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PROFILE

IT professional with vast experience on IT and extensive managerial experience. Excellent people management skills working with multinational teams in complex and global environment. I like working together with people, being part of the team and coaching them to reach their goals. Work experience includes also international assignments which has helped to understand other cultures. I am used to build strategies and roadmaps as well as developing and implementing IT services and processes. End user support with high user satisfaction has always been one of my focus areas. Multivendor environment is very familiar as well as running and developing IT services with internal teams. I am positive, forward looking, analytical, committed to deliver results, known for keeping promises and I have a strong customer mindset.

WORK EXPERIENCE

- 01.10.2022 - 28.02.2025 **Nokian Tyres Plc., Nokia/Helsinki, Finland**
Head of IT Operations
Global responsibility to run and develop IT services and regional IT.
- Leadership and management of global teams
 - Member of the IT Management team and regional business management teams to drive IT strategy and implementation to meet business requirements
 - Responsible for these IT services
 - IT Service Management (Processes, tools, reporting)
 - End user support (ServiceDesk, On-site, Business application)
 - End User services (M365, Workstation, Mobile, Telecom, Printing, AV, IAM etc.)
 - Business application implementation support
 - IT Infrastructure services (Datacenter, Network)
 - IT Security operations (SOC, ISMS, NIS2, ISO27001)

- Regional IT in Europe and North America
- Responsibilities included
 - Contract negotiations from single IT Services to large managed services including frame agreements and service descriptions
 - Stakeholder management
 - Vendor management in multivendor environment
 - Financial management from budgeting to cost follow-up

01.01.2022 - 30.09.2022 **Nokian Tyres Plc., Nokia/Helsinki, Finland**

Head of User Care and Europe IT,

Global responsibility of IT Service Management operations and development and region Europe IT.

- Leadership and management of global teams
- Member of the IT Management team and region Europe business management team to drive IT strategy and implementation to meet business requirements
- Responsible for
 - IT Service Management (Processes, tools, reporting)
 - End user support (ServiceDesk, Onsite, Business application)
 - Business application implementation support
 - Region Europe IT
- Responsibilities included
 - Contract negotiations from single IT Services to large managed services including frame agreements and service descriptions
 - Stakeholder management
 - Vendor management in multivendor environment
 - Financial management from budgeting to cost follow-up

01.09.2013 - 31.12.2021 **Konecranes Global Corp., Hyvinkää, Finland**

Director, IT Operations

Global responsibility to run and develop IT services and regional IT

- Leadership and management of global teams
- Member of the IT Management team to drive IT strategy and implementation to meet business requirements
- Responsible for
 - IT Service Management (Processes, tools, reporting)
 - End user support (Helpdesk, On-site, Application)
 - Application Maintenance Services for global business applications (SAP ERP, PLM, Integration, CRM)

- IT infrastructure services (Datacenter & Network)
- End User services (M365, Workstation, Mobile, Telecom, Printing, IAM, AV etc.)
- Responsibilities included
 - Contract negotiations from single IT Services to large managed services including frame agreements and service descriptions
 - Stakeholder management
 - Vendor management in multivendor environment
 - Financial management from budgeting to cost follow-up
- Stream lead for the IT services mentioned above related to mergers and acquisitions

01.02.2010 - 31.08.2013 **Konecranes (Shanghai) Company Ltd., Shanghai, China**

Head of IT, Region APAC

- Responsible for all IT in business region Asia-Pacific including internal IT Shared Services in India from 2013 providing global Helpdesk and Application Maintenance services.
- Team lead for IT team in Asia-Pacific
- Global product manager for ERP system

01.10.2006 - 31.01.2010 **Konecranes Heavy Lifting Corp., Hyvinkää, Finland**
IT Manager (Heavy Lifting business area, Finland)
 Responsible of Heavy Lifting Business Area IT and Product manager for ERP system

01.04.2003 – 30.09.2006 **Konecranes Heavy Lifting Corp., Hyvinkää, Finland**
IT Manager (Port Cranes, Finland)
 Responsible of ERP system design and implementation globally for Heavy Lifting business units and post implementation support and continuous development.

01.03.2001 – 31.03.2003 **Konecranes Heavy Lifting Corp., Hyvinkää, Finland**
IT Manager (Port Service, Finland)
 Responsible for development and implementation of IT applications related to equipment maintenance services.

01.10.1997 – 28.02.2001 **Konecranes Pte. Ltd., Singapore, Singapore**
IT Manager (Region Asia, Singapore)
 Responsible of all IT in region APAC

01.06.1994 – 30.09.1997 **HT-Data Corp., Riihimäki, Finland**
Director / Co-founder (Application solutions, Finland)

01.06.1993 – 31.08.1993 **Kone Corp., Hyvinkää, Finland**

22.02.1993 – 17.04.1993 **Kone Corp., Hyvinkää, Finland**

EDUCATION

- 2025 - **Haaga-Helia University of applied sciences**
Degree Programme in Business Information Technology,
BBA (Online studies)
- 1992 - 1993 **Commercial Training Institute Riihimaki**
Certificate, Extension course for programming
- 1990 - 1992 **Institute of Commercial Training Riihimaki**
ADP Syllabus based on the Matriculation Examination
- 02/1989 – 01/1990 **Compulsory Military Service**
Corporal
- 08/1985-05/1988 **Matriculation Examination Certificate**

LANGUAGE SKILLS

- Finnish Mother tongue
- English Fluent
- Swedish Basic

EXPERTISE

Leadership and IT Management, IT Service Management (ITIL, ServiceNow, Jira),
Change Management, IT Operations Management

People Management, Financial Management, Vendor and Contract Management

Program Management, Project Management, Agile Way of Working

Enterprise Resource Planning (ERP), Business Applications

IT Security Operations, Risk Management

Mergers and Acquisitions

HOBBIES

Cycling, Cross-Country Skiing, Golf, Reading