



Jonna Kangas

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WORK EXPERIENCE

13/10/2020 – CURRENT Tampere, Finland

PRODUCT OWNER ENTTERI PROFESSIONAL SOFTWARE OY

At Entteri, we are developing a patient information system for oral healthcare professionals. The name of the patient information system is AssisDent.

I started at Entteri in October 2020 as a service advisor. I worked as a service advisor for 2 years. As a service advisor, I solved customer issues via phone, email, and ticketing system. I maintained electronic user manuals for AssisDent customers. I conducted onboarding training for new customers. I designed application-related training for customers. I collaborated with stakeholders, such as product development.

I transitioned to a tester role at Entteri and worked as a tester for approximately 1.5 years. As a tester, I was responsible for the quality assurance of AssisDent. I wrote manual tests, performed UI automation tests, and created test plans.

In my current role as a Product Owner, I am entrusted with the product vision of AssisDent software's dental medical module, which is responsible for handling health data and complying with Finnish legislation regarding patient management systems.

As a Product Owner, my responsibilities include;

- Development of product vision and strategy: I defined and communicated the product vision and strategy to the team and stakeholders.
- Guiding product development: I led product development in collaboration with the development team, ensuring the product meets customer needs and business objectives.
- Stakeholder management: I acted as a link between stakeholders and the development team, gathering and prioritizing requirements.
- Managing the product backlog: I maintained and prioritized the product backlog, ensuring the development team focuses on the most important tasks.
- Analyzing user feedback: I collected and analyzed user feedback to ensure continuous improvement.

23/03/2020 – 09/11/2020 Tampere, Finland

REGISTERED DENTAL HYGIENIST MEHILÄINEN'S HEALTHCARE SERVICES OY

- Assessment of patient's care needs
- Removal of tartar
- Filling of asymptomatic cracks
- Health promotion and preventive care
- Use of the LifeCare patient information system
- Assisting the dentist
- Appointment scheduling
- Advancing the HOITUKI project. The project involves developing an application for oral healthcare professionals to support clinical care.

02/05/2018 – 16/03/2020 Tampere, Finland

REGISTERED DENTAL HYGIENIST PUBLIC HEALTHCARE OF THE CITY OF TAMPERE

- Assessment of patient's care needs
- Children's oral health check-ups
- Sealants
- Removal of tartar
- Health promotion and preventive care

- Guidance for students
- Use of patient information system: Lifecare patient information system

09/12/2019 – 30/10/2020 Tampere, Finland

REGISTERED DENTAL HYGIENIST PIRKANMAAN HAMMASLÄÄKÄRIASEMA (PRIVATE DENTAL CLINIC)

- Removal of tartar
- Whitening and soda cleaning
- Preventive care and health promotion
- Use of the AssisDent patient information system

● EDUCATION AND TRAINING

13/08/2014 – 18/12/2017 Oulu, Finland

DEGREE PROGRAMME IN DENTAL HEALTH CARE Oulu University of Applied Sciences

11/08/2010 – 01/07/2013 Kuusamo, Finland

MATRICULATION EXAMINATION Kuusamon Lukio

● LANGUAGE SKILLS

Mother tongue(s): **FINNISH**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
SWEDISH	A2	A2	A2	A2	A2
ENGLISH	C1	C1	B2	B2	C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access | Atlassian stack (Jira, Confluence, ...) | Canva, Figma | Agile-Scrum | Scrumban | Online collaboration tools (Miro, Trello, Asana, Zoom, Teams etc.)

● COMMUNICATION AND INTERPERSONAL SKILLS

My Essential Communication and Interpersonal Skills

- Active Listening: I have the ability to listen to others carefully and understand their perspectives.
- Clear Communication: I can express my thoughts and ideas clearly and understandably, both verbally and in writing.
- Empathy: I am able to put myself in someone else's shoes and understand their feelings and needs.
- Nonverbal Communication: I use body language, facial expressions, and gestures to convey messages.
- Giving and Receiving Feedback: I provide constructive feedback and accept it openly.
- Conflict Resolution: I handle and resolve conflicts effectively and peacefully.
- Teamwork: I work well with others and contribute to the group's goals.

● MANAGEMENT AND LEADERSHIP SKILLS

My Key Management and Leadership Skills

- Strategic Thinking: I have the ability to see the big picture and plan long-term goals and strategies to ensure the organization's success.
- Decision-Making Ability: I can make effective and well-reasoned decisions, often under pressure and in the face of uncertainty.
- Delegation Skills: I am skilled at assigning tasks and responsibilities to team members based on their strengths and expertise, ensuring that work is completed efficiently.
- Motivational Ability: I have the ability to inspire and motivate team members to achieve common goals and exceed expectations.

- Communication Skills: I communicate clearly and effectively with various stakeholders, including team members, customers, and management.
- Time Management: I manage my own and my team's time effectively, prioritize tasks, and ensure that projects are completed on schedule.
- Conflict Resolution: I handle and resolve conflicts within the team constructively and fairly.
- Empathy and Emotional Intelligence: I understand and consider the emotions and needs of team members, helping to create a positive and supportive work environment.
- Continuous Learning: I am always willing to learn new skills and knowledge and continuously develop myself as a leader.
- Networking: I create and maintain professional relationships that help the organization achieve its goals.

● **HOBBIES AND INTERESTS**

What I Enjoy in My Free Time

I play football, which I have been playing since childhood. Football is an important sport for me and has been a part of my life for a long time. Additionally, I train my dog in obedience and tracking. I am from Kuusamo in Northern Finland, and I really enjoy spending time in the forest and going on hiking trips with my dog. In the summer, I fish, and in the winter, I go ice fishing. I actively participate in the local football club and help coach younger players. I also enjoy reading, especially detective novels. Books provide me with a relaxing way to spend my time.

● **RECOMMENDATIONS**

Jimi Manninen Project Manager

- Jonna is a previous colleague of mine from Entteri Professional Software Oy. We worked together for about 5 years. I noticed her extraordinary skillset and recommended her for the position of Product Owner for the medical team in the company.
- Things that made her excellent for the position were her knowledge of the dental care domain, excellent prioritization for work and social skills that allow her to shine in that particular role.
- I strongly recommend her for any similar roles or study programs that would allow her to use and deepen her skillset and further help in designing better solutions for health care. She can really make a difference in her field of work.
- If needed, I can be contacted for further information but I suggest to book a specific time for a call via email first.

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