

"I am a service designer, customer insight builder, learning and event designer, crystalliser, storyteller, future thinker and inspiring change maker with a background in education!"

Do you need my expertise in service design and projects?



EDUCATION

University of Lapland, 2020- ongoing
Master of Arts - Service Design 120 cr
 Service design in digital platforms, narratives, facilities / spaces, strategy and business, brand & visualisation, Pro gradu thesis on event design ongoing - case Visit KAMK.

University of Jyväskylä 2015
Master of Arts, Early childhood education 120 cr
 Pedagogical Studies for Teachers 60 cs
 Arts and Crafts 25 cr
 Basic studies in special education 25 cr

COURSES

Lahti University of Applied Sciences, project 2019
Game Changers - an intensive coaching program to the game industry 6 cr
 Getting to know the different jobs in the games industry and developing a video game demo in a team.

Lahti University of Applied Sciences, 2019
3D Animation tools (Blender) 5 cr

Lahti University of Applied Sciences, 2018
Adobe Illustrator basics 4 cr

PROFESSIONAL EXPERIENCE

Kajaani University of Applied Sciences (KAMK)
Head of Study Affairs 2023-
 Coordination of KAMK's fields of study, study administration and study affairs for continuous learning.
Study Affairs Designer 2021-2023
 Design and development of career services, alumni & student services, service and event design, communication and marketing, cooperation with different networks.

Sotkamo, Lahti, Hollola & Jyväskylä municipalities 2011-2021
Early Education Teacher and Special Education Teacher
 Teacher roles in kindergartens and schools, functional teaching in pre-schools, focus on music, sports and adventure, mentoring in ICT.

Lahti University of Applied Sciences (LAMK)
Service Designer 2018
 Design and development of student administration, student guidance, communication.

LEISURE ACTIVITIES

Skiing and snowboarding, ball sports, walking and hiking with the dog, reading and playing in a band.

Henna Huusko

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[linkedin.com/in/hennahuusko/](https://www.linkedin.com/in/hennahuusko/)

"As a service designer, I offer you the entire service design process and methods and apply them effectively in different industries and customer projects."

The service design process includes the following steps:

Need

Early mapping
Discussion and planning with partners and getting to know the environment and clients.

Understand and define
Deeper understanding, finding direction for design and identify the issues or problems to be solved.

Problem definition

Develop and brainstorm
Developing solutions and ideas based on the knowledge and understanding gained.

Solutions
Development, conceptualisation and implementation of selected solutions.

Solution

As a service designer, I offer:

Research
Physical and digital workshops, benchmarking, interviews, design probes, surveys, observations...
"Let's go deeper than the surface."

Analysis
Content analysis, similarity chart, theming, customer profiles, stakeholder maps, summaries and compilations...

Ideation
Follow-up workshops, testing and evaluation of proposed solutions and ideas.

Solutions
Roadmaps, guidebooks, training materials and visualisations. Digital, narrative, spatial and strategic solutions, as well as new products and services...

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"I have been involved in diverse and multidisciplinary projects to develop and design services, working and learning environments and imagine the future."



Future Design

Tulevaisuustaaajuus -workshop for Kuopio city managers

Toimisto2030 (sub-contract)

Summer 2023



Space oriented Service Design

Designing International & Business Hub as a part of KAMK's facilities renovation project

Kajaani University of Applied Sciences (KAMK)

Spring 2022



Participation and empowerment design

Hyvä olla Kajaanissa - workshops planning & facilitation

City of Kajaani

Spring 2023



Narrative Service Design

Development of the winter season activities

Vuokatti Safaris Oy

Spring 2021



Future Design

Sitra Megatrends 2023

Facilitation of KAMK's event screening & workshops (hybrid)

Spring 2023



Digital Service Design

Smart home concept design

Kaisanet Oy

Autumn 2020



Learning Design

Development of the KAMK mentoring programme

Kajaani University of Applied Sciences (KAMK)

Semester 2022-2023



Game Design

Development and design of Kalma -horror videogame

Game Changers -coaching program to the game industry

Spring 2019



Event Design

Visit KAMK 2021, 2022 and 2023 -events

Kajaani University of Applied Sciences (KAMK)

2021-2023



Learning Design

Designing learning, learning environments and learning materials

Lahti, Hollola, Sotkamo - early childhood & pre-school education

2011-2019



Strategic Design

"10 Villages Vuolijoki" - strategic design of the Vuolijoki area

City of Kajaani

Spring 2022

"Feel free to contact me if you are interested in my expertise!"

Contact me:

Henna Huusko

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I'm also happy to network!

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Let's find
solutions
together