# LINA KRETZSCHMAR

## EDUCATION

Humboldt Gymnasium
Cologne, Germany
2012

Concordia University
Bachelor of Computer Science
Major in Computation Arts
Montréal, Québec
2017 – Present
CPGA: 3.57

## PROGRAMMING SKILLS

Java
C++
CSS
HTML
JavaScript

## TECHNICAL SKILLS

Adobe Photoshop
Adobe Illustrator
Adobe After Effects
Blender

## LANGUAGES

German (native)
English (fluent)
French (limited)
Spanish (limited)

## CONTACT

lina.kretzschmar@hotmail.de
Montréal, Québec

## WORK EXPERIENCE

**Lightspeed HQ** *Collections Specialist*
Montréal, Québec | May 2018 – Present | Part time

Collecting payments from German and English-speaking customers through phone and email. Verifying customer account appropriateness as well as assisting customer via phone or email regarding general account inquiries.

**Hapag-Lloyd** *Freight Cashier/Administrative Assistant*
Montréal, Québec | November 2016 – August 2017 | Full time

Entering and verifying customer payments delivered through cheque, wire transfer and bank draft. Issue and verify ocean sea bills of North American customers. Create travel accommodations for Hapag-Lloyd employees.

**TÜV Rheinland Product Safety GmbH** *Data Entry Clerk*
Cologne, Germany | March 2016 – September 2016 | Full time

Verify and enter TÜV Rheinland customer contracts. Review, correct and enter data in the company's share point database.

**VMC Consulting Canada** *Language Customer Support Agent*
Montréal, Québec | January 2015 – January 2016 | Full time

Respond to customers' game related and technical issues as well as providing IT troubleshooting steps for various platforms.

**VMC Consulting Canada** *Quality Assurance Analyst*
Montréal, Québec | April 2013 – April 2014 | Full time

Ensure that all compliance related messages are properly localized. Execute certification checklists and test plans. Analyze and recommend solutions for all errors reported in the application.