

# 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.