

# ANNA GOETZ



## CONTACT

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## EDUCATION

### Master in Economics of Enterprise, 2015

Odessa National Polytechnic University, Ukraine

### Bachelor in Metallurgy, 2012

National Metallurgical Academy of Ukraine

## SKILLS

- Proficient in Excel, HTML, CSS
- Familiar with SQL, Power BI, and Python
- Excellent analytical and problem-solving skills
- Strong attention to detail and accuracy
- Ability to work independently and as part of a team
- Excellent communication and interpersonal skills

## LANGUAGES

|           |          |
|-----------|----------|
| English   | fluent   |
| Norwegian | beginner |
| Ukrainian | native   |
| Russian   | native   |

## HOBBIES



## Open application - Norway

## ABOUT ME

I am an experienced and results-driven professional with expertise in finance, management, and administrative support. My ability to learn quickly and navigate high-pressure environments has helped me consistently exceed targets, resulting in promotions and increased responsibilities throughout my career. I possess exceptional communication skills and have honed my ability to build trusted relationships with people from various backgrounds.

## EXPERIENCE

Embassy of Ukraine in the Kingdom of Norway | 2022-2023

### Office manager, Volunteer

I prepared shipping documents, tracked aid donations and shipments in spreadsheets, and calculated the value of humanitarian aid. Collaborating with cross-functional teams, I ensured efficient aid delivery and with team members, ensured timely and accurate delivery of aid to those in need.

Infosystem Center LLC | Odessa, Ukraine | 2019

### Information and communication network operator

I provided technical support to users for current and past software releases, registered and followed up on incidents, and coordinated with law enforcement agencies in accordance with established policies and procedures.

PLASKE PJSC (cargo & freight company) | Odessa, Ukraine | 2015-2018

### Accountant

I conducted research and collected data on office expenses to identify cost-saving opportunities. Additionally, I accurately recorded and oversaw financial transaction, collaborating with cross-functional teams for timely data delivery. I effectively managed payment accounts, ensuring accurate crediting of transactions and maintaining financial balance between systems. Furthermore, I processed the ordering and receiving of goods to ensure smooth operations, and conducted audits of inventories.

Consumer Center LLC (loan center) | Odessa, Ukraine | 2014-2015

### Department manager

By managing customer accounts, fostering strong client relationships, and training and supervising new employees to deliver high-quality service, I have consistently surpassed sales revenue targets, leading to additional bonuses for the team. Moreover, I maintained office policies and procedures, managed invoicing and equipment inventory, and ensured efficient office operations. Additionally, I meticulously maintained accurate records of all funds and held primary responsibility for their collection and subsequent deposit into the bank.

Delta Bank JSC | Yalta, Crimea, Ukraine | 2012-2014

### Account manager

I have demonstrated a consistent ability to build and maintain strong client relationships while efficiently managing their accounts and processing transactions. With a keen attention to detail, exceptional communication skills, and quick-learning abilities, I have excelled in navigating high-pressure and dynamic environments with challenging circumstances. My adeptness at analyzing customer data has resulted in a 33% surge in sales.