

# ANNA GOETZ



## Airport Services Agent - Kjeller

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### CONTACT

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🌐 [https://annagtz2022.github.io/portfolio\\_air/](https://annagtz2022.github.io/portfolio_air/)

### PERSONAL DETAILS

#### Date of birth

01.06.1987

#### Marital status

Married

### REFERENCES

Available upon request

Please feel free to browse my portfolio.

[https://annagtz2022.github.io/portfolio\\_air/](https://annagtz2022.github.io/portfolio_air/)

Dear Hiring Manager,

I am thrilled to apply for the Airport Services Agent position at Qatar Airways. With a background in management, finance, and several years of experience in customer-facing roles and customer satisfaction, I have developed valuable skills in identifying customer needs, finding effective solutions, and ensuring their needs are met and exceeded. These skills have allowed me to build lasting relationships resulting in their continued loyalty and satisfaction.

My excellent communication and interpersonal skills, strong analytical skills, coupled with my ability to solve problems, multitask, coupled with my ability to learn quickly, take initiative, and navigate high-pressure environments has helped me consistently exceed targets, resulting in promotions and increased responsibilities throughout my career. Additionally, my keen attention to detail and strong organizational skills ensure accuracy and efficiency in my work. Furthermore, I am open to providing further details about my career decisions during a personal interview, if desired.

These experiences, combined with my genuine eagerness to learn and proactive personality with a positive attitude, have equipped me with the skills necessary to provide five star service to customers, help create an enjoyable airport environment for them, and ensure a quality service and adherence to safety policies and security standards.

In addition to my professional experience, I have lived in Ukraine and Austria (2019 - 2021) before moving to Norway in January 2022. This international exposure has enabled me to develop excellent communication skills and the ability to effectively collaborate with individuals from diverse backgrounds.

While my professional experience in Norway may be limited, I have gained valuable experience through volunteer work at the Embassy of Ukraine in the Kingdom of Norway and assisting in translating from English to Ukrainian for the Historical Museum. These experiences have further honed my language skills and cultivated a meticulous attention to detail.

As a current holder of a residence card in Norway, I am excited to be part of Qatar Airways' proud story and be part of a truly global community. Together, with my dedication and commitment, I believe everything is possible, and I am eager to be part of Qatar Airways' ongoing success in delivering exceptional service and maintaining the highest standards of quality in everything I do.

Thank you for considering my application. I would welcome the opportunity to discuss my qualifications further with you.

Sincerely,  
*Anna Goetz*