

ANNA GOETZ



Airport Services Agent - Kjeller

CONTACT

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- https://annagtz2022.github.io/portfolio_air/

EDUCATION

Master's in Economics of Enterprise, 2015

Odessa National Polytechnic University, Ukraine

Bachelor's in Metallurgy, 2012

National Metallurgical Academy of Ukraine

SKILLS

- Computer literate and proficient in utilizing technology
- 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
- Customer-centric mindset

LANGUAGES

English	fluent
Ukrainian	native
Russian	native

HOBBIES



ABOUT ME

I am a dedicated and customer-oriented professional with a passion for delivering exceptional service. With a background in customer services and a high level of energy, I thrive in fast-paced and demanding environments. I have a keen eye for detail and a commitment to upholding safety policies and security standards with a highly computer literate. Throughout my career, my results-driven approach and ability to learn quickly have been recognized by management, resulting in promotions and increased responsibilities.

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.

Infosystem Center LLC | Odessa, Ukraine | 2019

Information and communication network operator

I consistently delivered exceptional customer support by promptly answering inquiries, addressing complaints, resolving issues, and providing technical assistance for current and previous software releases. I proactively registered, tracked, and followed up on incidents to ensure thorough resolution. Additionally, I maintained compliance with established policies and procedures, coordinating with law enforcement agencies when necessary. PLASKE PJSC (cargo & freight company) | Odessa, Ukraine | 2017-2018

Accountant

I conducted research and collected data on office expenses to identify cost-saving opportunities. Additionally, I accurately recorded and oversaw financial transaction, and maintaining financial balance between systems.

PLASKE PJSC (cargo & freight company) | Odessa, Ukraine | 2015-2017

Office Support Specialist

I have successfully identified, evaluated, and selected reliable suppliers for goods and services. Additionally, I have effectively managed office supplies, invoices, and equipment inventory, as well as processed audited inventory. To ensure seamless departmental functioning, I maintained open lines of communication with vendors and stakeholders, addressing any concerns and resolving issues promptly.

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

Department manager

Managing customer accounts, building strong client relationships, and training and supervising new employees to provide high-quality service have helped me consistently exceed sales revenue targets. Additionally, I maintained office policies and procedures, managed invoicing and equipment inventory, and ensured efficient office operations. I also meticulously maintained accurate records of all funds and was primarily responsible for their collection.

Delta Bank JSC | Yalta, Crimea, Ukraine | 2011-2014

Account manager

I efficiently manage clients' accounts, providing them with financial advice and effective solutions, while also processing transactions with utmost accuracy. I have consistently demonstrated a strong ability to build and foster enduring client relationships, leading to their continued loyalty and satisfaction.