

ANNA GOETZ



Airport Services Agent - Kjeller

CONTACT

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- <https://www.linkedin.com/in/anna-goetz-29294b199/>
- 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.

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07 June 2023

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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/

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 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