

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 Fidelio Cruise, Micros Fidelio Point
- 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
Ukrainian	native
Russian	native

HOBBIES



Assistant Purser

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

Managing customer accounts, and training and supervising new employees to provide high-quality service have helped me consistently exceed sales revenue targets, resulting in additional bonuses for the team. 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 | 2012-2014

Account manager

I have demonstrated a consistent ability in building and fostering lasting client relationships. I efficiently managing their accounts, provided them with financial advice and solutions, 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.