

# ANNA GOETZ



## Business Support Coordinator

### CONTACT

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- [https://annagtz2022.github.io/portfolio\\_bsc/](https://annagtz2022.github.io/portfolio_bsc/)

### EDUCATION

#### Master's in Economics of Enterprise, 2015

Odessa National Polytechnic University, Ukraine

#### Bachelor's in Metallurgy, 2012

National Metallurgical Academy of Ukraine

### SKILLS

- Proficient in Microsoft Office
- 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



### 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 | 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, collaborating with cross-functional teams for timely data delivery. I also effectively managed payment accounts 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. Additionally, I provided business support to Support Manager.

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. Additionally, I maintained office policies and procedures, managed invoicing and equipment inventory, and ensured efficient office operations. I also maintained accurate records of all funds and was primarily responsible for their collection.

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

#### 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 and quick-learning abilities, I have excelled in navigating high-pressure and dynamic environments with challenging circumstances.