

# ANNA GOETZ



## Business Support Coordinator

### CONTACT

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- [www.linkedin.com/in/anna-goetz-29294b199](https://www.linkedin.com/in/anna-goetz-29294b199)
- [https://annagtz2022.github.io/portfolio\\_bsc/](https://annagtz2022.github.io/portfolio_bsc/)

### EDUCATION

#### **Master in Economics of enterprise, 2015**

Odessa National Polytechnic University, Ukraine

#### **Bachelor 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.

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02 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.

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Dear Hiring Manager,

I am writing to express my keen interest in the Business Support Coordinator position at Statkraft. I am confident in my ability to deliver hands-on business support to the SVP Operations & Risk and the management team, drive internal projects, and identify opportunities for improvement based on my extensive experience in administrative and management support, customer service, and finance.

Throughout my professional journey, I have gained vast experience in various roles, including account management, client relationship building, cost-saving analysis, and operational efficiency. With a keen attention to detail, adaptability, strong communication, interpersonal, and analytical skills, and quick-learning abilities, I have excelled in navigating high-pressure and dynamic environments, even in challenging circumstances. Additionally, I can provide further details about my career decisions in a personal interview if desired.

In addition to my professional experience, I have also 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. I am adept at building trusted relationships and fostering positive connections with colleagues and stakeholders.

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 meticulous attention to detail.

As a current holder of a residence card in Norway, I am genuinely excited about the opportunity to join Statkraft's team. Based on the responsibilities outlined in the job description, I believe my excellent communication skills, high degree of confidentiality and discretion with customer-focused attitude, and proficiency in the Microsoft Office package (including Outlook, PowerPoint, and Excel) make me well-prepared to fulfill the requirements and be a valuable asset to your team.

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

Sincerely,

*Anna Goetz*