

ANNA GOETZ



Technical Support Specialist

CONTACT

- Snoveien 10, 1363 Høvik
- +47 912 66 500
- anna.gtz087@outlook.com
- www.linkedin.com/in/anna-goetz-29294b199
- https://github.com/annagtz2022/portfolio_tech

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 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
Ukrainian	native
Russian	native

HOBBIES



ABOUT ME

My extensive experience in finance, management, and administrative support has enabled me to develop a broad range of skills and expertise. I possess exceptional communication skills and am proficient in conducting research, collecting and cleaning data, visualizing it, and presenting clear and accurate findings to stakeholders. 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

Logistics Coordinator, 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, analyzing them to identify potential cost-saving opportunities. I presented my findings and insights to senior management to assist them in making informed decisions. Additionally, I collected and monitored financial transaction information, collaborating with cross-functional teams to ensure the timely and accurate delivery of relevant data for daily operational evaluations.

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, 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 to build and maintain strong client relationships while efficiently managing their accounts 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. My adeptness at analyzing customer data has resulted in a 33% surge in sales.

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03 May 2023

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PERSONAL DETAILS

Date of birth

01.06.1987

Marital status

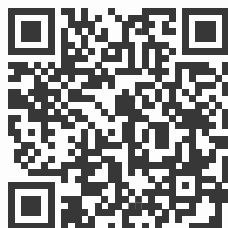
Married

REFERENCES

Available upon request

Please feel free to browse my portfolio.

https://annagtz2022.github.io/portfolio_tech/



Dear Hiring Manager,

I am excited to apply for the Technical Support Specialist position at your company. With my extensive experience in customer service, administrative and management support, and finance, I am confident in my ability to provide exceptional technical support and product guidance to your customers.

I possess excellent communication skills, both written and spoken, and have demonstrated my ability to masterfully resolve customer inquiries through multiple channels such as phone, email, and chat. I take ownership of technical issues and guide customers through challenges from start to finish, ensuring that their concerns are addressed promptly and professionally. My experience in tracking and resolving incidents and providing technical support to users for current and past software releases makes me an ideal candidate for this position.

I have a good knowledge of IT and web technologies, and am currently expanding my skill set in SQL and Python, and I am committed to continuing my learning journey.

Having lived in Ukraine and Austria before moving to Norway in January 2022, I have honed my skills in communicating effectively with people from various backgrounds and building trusted relationships.

As a holder of a residence card in Norway, I am eager to contribute my skills and expertise to your company and to continue building my professional footprint in Norway.

Thank you for considering my application. I believe that my passion for learning, diverse experience, and excellent interpersonal and communication skills make me an asset to your team. I would welcome the opportunity to discuss my qualifications further with you.

Sincerely,

Anna Goetz