

ANNA GOETZ



Customer Experience Specialist

CONTACT

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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 Excel, Power Point, Figma
- 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	fluent
Russian	fluent

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.