

ANNA GOETZ



Agent Support Analyst – Oslo

CONTACT

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- <https://www.linkedin.com/in/anna-goetz-29294b199/>
- https://annagtz2022.github.io/portfolio_ria/

EDUCATION

Master's in Economics of Enterprise, 2015

Odessa National Polytechnic University, Ukraine

Bachelor's in Metallurgy, 2012

National Metallurgical Academy of Ukraine

SKILLS

- Advanced 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
German	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 | 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, 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 | 2011–2014

Account manager

I efficiently manage clients' accounts, providing them with financial advice and effective solutions, while also processing transactions with utmost accuracy. I have consistently demonstrated a strong ability to build and foster enduring client relationships, leading to their continued loyalty and satisfaction. These relationships have been instrumental in consistently surpassing sales revenue targets. 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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05 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.

https://annagtz2022.github.io/portfolio_ria/



Dear Hiring Manager,

I am thrilled to apply for the position of Agent Support Analyst at Ria, where I can contribute my strong analytical skills, attention to detail, problem-solving abilities, adaptability, and resilience to drive the company's success. With a diverse background in finance and analysis, along with a genuine passion for technology and data, I strongly believe in my ability to quickly adapt and make valuable contributions to the Schneider Electric team.

Throughout my professional journey, I have gained extensive experience in various roles, including account management, client relationship building, cost-saving analysis, financial advisory, and operational efficiency. My strong analytical skills, coupled with my ability to solve problems and adapt to dynamic environments, have consistently enabled me to excel under high-pressure situations. Additionally, my attention to detail and effective time management skills ensure accuracy and efficiency in my work. I am actively expanding my knowledge in Power BI, SQL, and Python, and I am committed to staying updated with the latest developments in these areas. Moreover, I can provide further details about my career decisions in a personal interview if desired.

Having lived in Ukraine and Austria before relocating to Norway in January 2022, I possess a deep appreciation for diverse cultures and perspectives. This diverse background has equipped me with the ability to effectively communicate with individuals from various backgrounds and establish trusted relationships. In addition to my professional experience, I have volunteered at the Embassy of Ukraine in the Kingdom of Norway, further refining my strong organizational and analytical skills. Additionally, I have assisted in translating from English to Ukrainian for the Historical Museum, honing my language skills and attention to detail.

As a holder of a residence card in Norway, I am genuinely excited about the opportunity to contribute to Ria's growth and success. The prospect of building strong relationships and analyze data to maximize revenue, as emphasized in the job description, resonates deeply with my passion for analytics. I am eager to leverage my skills and knowledge to excel in this position, bringing a strong analytical mindset, attention to detail, and the ability going deep into task and make it effectively. I also have a basic understanding of German and I am committed to further improving my proficiency in the language. Furthermore, I am eager to expand my language skills and embark on learning French.

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

Sincerely,
Anna Goetz