



ANNA GOETZ



Agent Support Analyst – Oslo

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

- 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

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, 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.