



## CONTACT ME



Galway City



## EDUCATION

**BSa Political Science and History**

**Universtiy of Kiel, Kiel Germany**

2013 - 2015

**Abitur**

**Julius-Leber-Gesamtschule, Hamburg**

2004-2012

**QQI Level 5 Nutrition**

**The Open College**

2020

## SKILLS

Native German

Fluent English

Mentoring

Qualified football referee

## WORK EXPERIENCE

Support Engineer

2019 - 2022

**SAP Ireland**

Working as Support Engineer with HANA Database resolving customers technical issues in a timely manner via a ticketing system.

Enabling Customers to overcome their issues and improve their experience with SAP HANA.

Mentoring new hires in the SAP HANA team and making their onboarding seamless.

Support Associate

2016 - 2019

**SAP Ireland**

Handling inbound queries via phone, email and chat in a busy environment

Providing extensive first level customer care to customer's worldwide

Aligning customer queries with processors and account executives

Bartender

2013 - 2016

**Stage Club Hamburg**

Mixing and serving beverages in a high pressured and busy environment

Strong cocktail knowledge

Table service at special events

Assisting in kitchen duties, cleaning, lifting, food preparation

Coordinating team members during busy periods

**Other work experiences**

2013 - 2015

AC Events, Hamburg | 2014- 2016 - Catering Assistant

Jack Wolfskin, Hamburg | 2013-2014 - Sales Associate

Urban Fare, Vancouver | 2012-2013 - Prep cook

Aramark, Hamburg | 2011-2012 - Catering Assistant

Edeka Struve, Hamburg | 2011-2012 - Sales Associate

## REFERENCES

