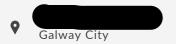


CONTACT ME





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 $\mbox{HANA}.$

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 berverages 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

