

# CURRICULUM VITAE

## Anna Gordana Legner

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Nationality           Norwegian  
Birthdate              13.04.71



## Key qualifications

Good communication and relationship-building skills and highly committed. Long experience as manager with the ability to see every employee as individuals and provide constructive feedback. Good business sense with an eye for strategy and new solutions. Actionable and result oriented while at the same time thorough and analytical. Motivated by achieving good results with others.

## Areas of expertise

Experience as operational manager with staff and result responsibility. Worked a lot with product and service development, as well as maintaining good relationships both internally and externally. Formal education in trade with specialization in the textile industry. Bachelor of Management from BI Norwegian Business School.

## Experience

2016 - dd

### Modino AS / Brightstar Corporation

#### Operations Manager

Responsible for internal and external flow of goods to partners and suppliers. Works with continuous improvement on the efficiency of inventory logistics and reduction of costs. Responsible for optimizing the supply chain management. Planning and management of logistics around repair to and from dealers and partners, including inventory and transportation. Active follow-up of the logistics providers' contracted KPI and SLAs. Responsibility for continuous improvement and creating business opportunities through surveys and analyses, as well as introducing new processes. Reporting and presentation of operational status to management.

2012 - 2016

**Ingram Micro Mobility (formerly Brightpoint)**

**Aftersales Manager.**

Responsible for all aftersales operations such as standardization, optimization and further development and clarification of existing and new service solutions. Streamlining current routines. In charge of sales and financial responsibility to set prices for services and products for partners and customers, in line with costs. Intermediary between the product, sales, IT and service logistics departments. Ensure that information and processes work optimally between them. Responsible for the launch of a service called «Hurtigservice.com», a unique offering to Oslo-customers who want authorized service on their phone withing 1 or 24 hours. Responsibility for budget and forecast. Personnel responsibility for up to 10 employees, and responsible for recruitment and staffing. Employee development, training and conflict management internally. Follow up of sick leave and vacation. Conducting annual employee assessment and ensuring well-being, personal development and a good working environment.

2010 - 2012

**Brightpoint**

**Head of aftermarket**

HR related tasks with personnel responsibility for the department's five employees. This included staffing, training and motivation of the employees. Ensuring all work is completed according to quality and expected quality. Follow-up of sick leave, vacation and leave. Also responsible for communication with service workshop and subcontractors. Follow up of overdue service cases and handling of complaints. Optimization of workflows related to the various departments and legal responsibility for Consumer Council cases.

2015 - dd

**AFA Translator**

**Translator.** Performs translating services in connection with a child welfare case. Various other interpreting assignments.

- 2007 - 2009**      **Moobi Norway AS**  
**Case manager / Team Leader**  
 Started as client manager and case manager in the firm's administration. The work included reporting, customer service and treatment, as well as implementation and follow-up of cases. Follow up workshops and manufacturers, handling complaint cases and affordable service.
- 2005 - 2006**      **VIC, Voice Norge**  
**Assistant store manager** with responsibility for sales, budget and staff responsibility.
- 2000**              **Åsen Skole, Lørenskog**  
 Club leader with responsibility of planning and conducting activities.
- 1998 - 2001**      **Margaretalia kindergarten, Lørenskog**  
 Responsible for the music at Margaretalia art and music kindergarten.

## Education

- 2011 - 2013**      **BI**  
 Bachelor of Management. Specialization in Project Management and Leadership in Action.
- 2003 - 2006**      **BI**  
 Candidate degree in Wholesale Management with a focus on the textile industry.
- 2002**              **Noroff Instituttet**  
 Basic study in IT and Microsoft Office
- 1987 - 1990**      **High School**  
 The music gymnasium, general direction. Music subject with piano as main instrument. General subjects.
- 1978 - 1985**      **Elementary school**  
 General music education

## Language

Fluent in written and oral Norwegian. Good English skills. Fluent in Serbian / Croatian / Bosnian.

## Referanser

Referees supplied on request.