



Client Technical Support Specialist

Phone: 780 904 5009; E-mail: agatapalka@yahoo.com; Calgary, AB

PROFILE

Energetic and motivated professional bringing 3 years of exceptional customer service experience and over 6 years of full-scope administration background. Excited about an opportunity to support Benevity in their daily operation to increase customer satisfaction by offering top client service and leveraging interpersonal skills developed over the years of collaborative work in a public and private sector. What is more, dedicated to continuous learning and eager to take on a new challenge. Written and spoken fluency in English and Polish.

DISTINCTIVE VALUE

Adaptability | Collaboration | Communication | Empathy

Customer Service | Office Administration | Film Production

Problem-solving | Planning & Execution | Time Management | Data entry

MS Excel | MS Office | MS Outlook | HTML | PC/Mac Proficiency

ADMINISTRATIVE EXPERIENCE:

March - Nov
2019

Administrative Assistant

Government of Alberta, Community and Social Services; Calgary, AB

- Provided administrative support to Child Care Subsidy Program;
- **Screened and uploaded 100 emails** with attachments daily to **SharePoint software** and assigned accordingly to Admin or Assessor queue which insured all the subsidy applications were considered in a timely manner;
- Received frequent management commendations for **efficiency and positive attitude**;

2016 - 2018

Administrative Assistant & Accounting

Maxx North America Services Ltd; Edmonton, AB;

- Performed general accounting functions including preparation of journal entries and balance sheet reconciliations which decreased the time spent on month-end procedures by 15%;
- Responsible for receiving, reviewing and posting all Vendors, Subcontractors Invoices, and expense reports using **Sage 50 software** maintaining a **100% accuracy rate**;
- Improved invoice payment time by tracking through A/P system which resulted in **maintaining strong vendor relationships**;
- Implemented a system using MS Excel to provide all employees with necessary paperwork, safety manuals and admin forms which resulted in increasing workplace safety and efficiency;
- Managed general office duties: faxing, scanning, ordering office supplies, answering phones;

2014 - 2015 Assistant Planner

Forum Energy Technologies; Leduc, AB;

- Created work orders using internal **NAV (Navision) software**, prepared engineering drawings, purchasing orders and work schedules which ensured smooth operation throughout production and distribution and increased work efficiency;
- **Took on tasks beyond those outlined in the job description** by helping in shipping/receiving department to ensure the equipment was delivered to the client on time;
- **Maintained flawless communication** with all the departments;

2006 - 2011 Film Production Assistant /Coordinator

Various TV & Film Production Companies; Warsaw, Poland;

- **Provided full-scope administrative support** to Producer, Production Manager, all departments, as well as cast and crew which resulted in finishing productions on time and within budget;
- Prepared, updated and distributed briefing notes, scripts, call sheets and crew contact lists;
- Ensured seamless communication between all departments by acting as liaison;
- Coordinated cast and crew schedules and made travel arrangements;

CUSTOMER SERVICE EXPERIENCE:

2012 - 2014 Barista

The Italian Centre Shop; Edmonton, AB;

- Prepared and served a variety of beverages in a timely manner to meet customer satisfaction;
- **Created impeccable customer experience** by listening to specific needs and requests, and consistently delivering service with a positive, sincere, and friendly demeanour;
- Capable of assisting over 50 customers in a 1-hour period during lunch rushes;

March - June Sales Associate

2012 *GAP; Edmonton, AB;*

- **Created friendly customer experience** by assisting shoppers with questions, concerns and item purchases to maximize store revenue;
- Processed cash and card payments while promoting upcoming sales and product releases;
- Performed general store upkeep during store hours and after closing, including cleaning messes, organizing shelves, and restocking items;
- **Achieved 100% on-time attendance record** during entire employment span;

EDUCATION

Film & Television Production Management; *Polish National Film School;*

Master's Degree, Faculty of Economics; *University of Gdansk;*

High School Diploma; *Adam Mickiewicz II High School;*

VOLUNTEER EXPERIENCE:

Assistant Editor; *Documentary feature film: For Freedom - Stories of Courage;*

Crew Volunteer; *Various Films, Commercials, and Music Videos;*

Team Leader; *International Film Festival, Edmonton, AB;*

Assistant to Stage Manager; *Walterdale Playhouse, Edmonton, AB;*