

# ∞ Agata Palka ∞

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## *Production Assistant*

*An enthusiastic and multi-skilled professional bringing over 6 years of full-scope office background, 5 years working in Film/TV industry and 3 years of exceptional customer service experience. Excited about an opportunity to support Cinesite and the Production Team in their daily operation by leveraging organizational and interpersonal skills developed over the years of collaborative work with variety of teams. What is more, known for having a curious nature, the ability to learn quickly and a continuous improvement mindset.*

*Written and spoken fluency in English and Polish.*

## DISTINCTIVE VALUE

*Adaptability | Collaboration | Communication | Empathy*

*Administrative Support | Customer Service | Film Production*

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

*MS Excel | MS Office | MS Outlook | 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;*

- Managed general office duties: opening & closing, faxing, scanning, ordering office supplies, answering phones, greeting all guest arriving to the office, preparing courier shipments, making travel arrangements;
- 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**;
- Completed other projects assigned by Supervisor or office personnel;

**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;
- Assisted with pre-production and production research;
- 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;

**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**

**Full Stack Developer Program; EvolveU; Calgary, AB;**

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

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

**VOLUNTEER FILM 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; Waltherdale Playhouse, Edmonton, AB;**