

# Agata Palka

## FULL STACK DEVELOPER LEARNER

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### PROFILE

Energetic and motivated professional bringing over 6 years of full-scope administration background and 3 years of exceptional customer service experience. Seeking an opportunity to support tech sector in Alberta with organizational and communication skills developed over the years by working in various environments. Moreover, dedicated to continuous learning and eager to expand her competency through Full Stack Developer program. Written and spoken fluency in English and Polish.

### DISTINCTIVE VALUES

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

Office Administration | Customer Service | Film Production

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

Adaptability | Collaboration | Communication | Empathy

### 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 90% 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;
- 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 to meet customer satisfaction in a timely manner;
- Created impeccable customer experience by listening to specific needs and requests, and consistently delivering service with a positive and sincere demeanor;
- Capable of assisting over 50 customers in a 1-hour period during lunch rushes;

March - June 2012

### **Sales Associate**

*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;*