

# ZOFIA WIJASZKA



## CONTACT

- 📞 818-747-5536
- ✉️ zoska241995@gmail.com
- 📍 Valley Village, CA 91607
- 🌐 <https://muckrack.com/zofia-wijaszka>

## SKILLS

- People-friendly; ambitious, punctual; great at deadlines; team player;
- Experience operating social media platforms, such as Twitter, Facebook, Snapchat, etc; Planning posts and creating content; A wide knowledge of pop culture;

## KNOWLEDGE OF PROGRAMS

- Microsoft Word and Excel – advanced experience;
- Workday, ADP, Sfera systems, SNL, utilizing VPN cloud;
- Ability to work on both Microsoft and iOS systems;
- Experience using Canva, Photoshop, and Lightroom;

## WORK EXPERIENCE

### JULY 2022 – OCTOBER 2023 – Deluxe Entertainment/ Account Coordinator

- Processing all new work from the Client;
- Independently sorting through the inbox and taking on exclusive tasks or projects within the team;
- Leading one of the main internal projects and taking care of tracking, updating information, processing data and fixing rejections for the client;
- Setting up projects on SNL and Sfera and sending out work requests to the production teams (Setting up process includes SPM searches, profile, language, billing and delivery specs tabs on SNL & prod notes and their equivalents on Sfera);
- Materials check – proxy and script.
- Following up with the Client on missing/erroneous scripts and/or proxies;
- Ensuring that files are completed on a timely manner by liaising with Production;
- Sending any updates received from the Clients on projects to keep every dept in the loop;
- Tracking the projects every day to ensure there is no delay in delivering to the Client;
- Prioritizing any critical or time sensitive orders with production before the commencement of work;
- Daily Follow-up of all WIP projects and missing elements, responding to extension requests;
- Ensuring the deliverables are of high quality and troubleshooting to minimize errors;
- Acting on Client rejections on priority. This included research and response to the Client with a detailed root cause analysis.
- Ensure the Client is billed accurately and in a timely fashion for all of the projects;
- Participate in team calls involving representatives from one or more of the global offices;
- Act as a means of clarification for all departments and offices.

### JULY 2022 – Current – Dread Central/ Freelance Writer

- Writing engaging content in the form of think pieces and reviews regarding horror genre, such as *A Haunting in Venice*, *Stranger Things*, and more.

### AUGUST 2021 – Current – Paste Magazine/ Freelance Writer

- Pitching and writing feature articles for Paste on *Ted Lasso*, *Midnight Mass*, *Raising Hope*, etc. Writing features for the Rewind TV section.

### OCTOBER 2020 – Current – Daily Dead/ Freelance Writer

- Writing articles on a variety of topics regarding film, television, and pop culture. Writing op-eds, attending Sundance Film Festival and Toronto International Film Festival as DD representative.

### APRIL 2020 – Current – Awards Watch/ Staff Writer

- Writing articles and spotlight features relating to the awards season; Interviewing actors - Sarah Paulson, Emily Hampshire, Yvonne Strahovski, Christina Ricci, and Tawny Cypress. Contacting PR reps via email or via phone to schedule interviews or request screeners. Covering shows as they air, such as *The Handmaid's Tale*, *Mare of Easttown*, *What We Do in The Shadows*.

### SEPTEMBER 2020 – 2022 – Nerdist/ Freelance Entertainment Writer

- Writing articles regarding variety of subjects revolving around film, television, and pop culture (*Ratched*, *The Haunting of Bly Manor*, *Krampus*, etc).

## EDUCATION

- **University/College:** University of Wroclaw, Wroclaw, Poland, Bachelor's Degree in Journalism and Social Communication with Creative Writing – Graduated in 2017;
- Dissertation Topic – *Portrayals of Women's Roles in Contemporary American and Canadian Television on The Example of Selected Television Series;*

# ZOFIA WIJASZKA



## WORK EXPERIENCE (CUSTOMER EXPERIENCE AND MANAGEMENT)

### JULY 2022 – OCTOBER 2023 – Deluxe Entertainment/ Account Coordinator

- Developing & maintaining relationships with customers/clients to their satisfaction. Creating & communicating to client project timelines and budgets. Preparing and communicating pricing quotes and estimates with client. Managing customer change orders by negotiating deliverable due dates between customers and internal departments, balancing internal capacity with external demands and expectations. Proactively identifying potential issues with projects, formulating response and solution & communicate back to client; Coordinating the creation of localization files like CC and subtitles; Using various tools to ensure synchronization and compatibility across different platforms; Contributing to QC checks, file versioning, and maintaining delivery timelines; File manipulation tasks, including following naming conventions, updating metadata, and version control.

### OCTOBER 2020 – June 2022 – Buster&Punch/ Sales Operations Specialist

- Using multiple channels/platforms to assist the customers with their purchases, quotes, manual orders, returns authorizations. Preparing replacement orders, assisting with order cancelations. Programs used daily: Netsuite, Grasshopper, Microsoft Excel, Outlook, Tawk, Adyen for refunds, Horizon Phone System, and WooCommerce. Taking a proactive role in the company by overseeing Open Orders list. Informing about delays, restocks. Managing logistic information by coordinating with 3P. Handling high amounts of payment from customers. Contributing to the overall score increase on Trust Pilot — from 4.2 to 4.5 in a year and a half. Contributing to updating verbiage and grammar in the website content as well as the phrasing on policy pages. Working on creating new and updated SOPs with a proper verbiage.

### AUGUST 2018 – MAY 2020 – Hello Molly/ Service & Office Supervisor

- Emailing with the customers (taking care of around 80 tickets a day). Managing the Burbank office, processing returns, preparing shipments, and promoting the brand. Taking care of proper communication and contact with the Australian Headquarters. Managing 1-2 people group of customer service reps. Preparing weekly manifests for return shipments. Ensuring that the US office works proficiently. Working with e-commerce platforms such as Zendesk and Magento. High data entry. Answering phone calls.

### DECEMBER 2016 – Empik Bookstore, Wroclaw, Poland/ Sales Assistant

- Assisting customers. Handling the cash register. Handling returns and exchanges. Learning the right process for cash, credit cards, or other types of payment.

## CONTACT

- 📞 818-747-5536
- ✉️ zoska241995@gmail.com
- 📍 Valley Village, CA 91607
- 🌐 <https://muckrack.com/zofia-wijaszka>

## SKILLS

- People-friendly; ambitious, punctual; great at deadlines; team player;
- Experience operating social media platforms, such as Twitter, Facebook, Snapchat, etc; Planning posts and creating content; A wide knowledge of pop culture;

## KNOWLEDGE OF PROGRAMS

- Microsoft Word and Excel – advanced experience;
- Workday, ADP, Sfera systems, SNL, utilizing VPN cloud;
- Ability to work on both Microsoft and iOS systems;
- Experience using Canva, Photoshop, and Lightroom;