

ANGELA JANETZKI

● (403) 401 - 0667

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Calgary, Alberta

EDUCATION

Bachelor of Commerce (honours)

Bachelor of Education (honours)

Deakin University - Victoria, AU 1997 – 2001

ACCREDITATIONS

**Certificate in Adult Learning specializing
in Career and Academic Advising**

*University of Calgary
(2024 to December 2025)*

OH&S Certification

Supervisor Program Certification

Government of Alberta

- **St. John Ambulance - First Aid Certificate**
- **Commissioner for Oaths, Alberta**
- **Criminal Check** (vulnerable sector search)
Calgary Police Service

SKILLS

- Management, leadership & coaching
- Human resources, employee life-cycle specialist
- Change management practitioner
- Learning and development specialist
- Ability to communicate clearly, concisely, and persuasively
- Public service, unionized infrastructure
- Administrative occupational health and safety
- Problem solving, multitasking, time management and critical thinking
- Operational & project management
- Forecasting & Budgeting
- Payroll & Bookkeeping
- Administrative specialist
- Transferable skills with diverse experience
- Knowledge of Criminal Code of Canada and legal acts/codes
- Used Freedom of Information and Protection Privacy (FOIP practices)

08/ 2024 – JANETZKI MANAGEMENT & ADMIN SERVICES Sole Proprietor – Consultant

- Providing expert services in office management, finance, human resources and employee life-cycles, supply and contract management
- Building effective administrative ecosystems
- Employing knowledge to create successful business operations
- Legal firms, Civil & Criminal

2010 – 2024 GOVERNMENT OF ALBERTA Alberta Crown Prosecution Service (ACPS)

2014 - 2024/05 Admin & Legal Services Office Manager

- Overseeing 200 employees to ensure and support performance
- Direct management of supervisory team and 100 employees, multi-site operations within Calgary, Edmonton and regional Alberta
- Preparing & managing quarterly forecasts and budgets in excess of \$20M
- Successfully managed the employee life-cycle while increasing retention of administrative employees
- Administering a harmonious workplace using conflict resolution practices
- Empowered supervisory employees by establishing clear leadership roles and responsibilities, sharing decision-making power, and fostering a collaborative environment
- Redesigned and maintained detailed employee records and position management, achieving a 100% accuracy rate
- Oversaw the implementation of the new HR management system (HRMS)
- Oversaw the administrative team during a significant digital transformation, which included updating policies and procedures
- Establishing foundation for OH&S committee
- Revised and maintained the disaster management and business continuity policies
- Managed the office during challenging times, including the pandemic and Calgary floods, by executing disaster management policies and implementing work-from-home procedures

Professional achievements

Alberta Bail Office

- I played a major role in the project management team during the design, development, build and relocation of a new office space, with a project budget of \$1.5 million
- Established organizational and administrative structures with policies and procedures that align with the strategic, financial, and legal priorities of the division within tight deadline of 6 months.

Regional Prosecutions (Alberta)

- Hired to oversee regional offices and establish a cohesive structure that aligns with the organization's administrative procedures and policies.
- Successfully united all office managers to enhance productivity

IT SKILLSETS

- Microsoft Office Suite (Word, Excel, Outlook)
- Adobe Acrobat Pro
- Quickbooks
- CosmoLex
- HRMS systems
- D2L products
- Presentation software (Canva)
- Alberta Government Software
- Social media tools
- Collaboration tools (Webex, Skype, Zoom, Teams)

Previous experience in:

- SAP
- Hotel management systems
- Point of sales systems

REFERENCES

- Marney Lutz, K.C.
- Suzanne Kendall, K.C.
- Peter Mackenzie, K.C.
- Sarah Miller (Associate)
- Michael Ewenson - ASIRT ED
- Douglas J Taylor, K.C. - Legal; CPS
- Jonathan W. Hak, K.C. PhD
- The Honourable Justice J.D Williams
- The Honourable Justice S.E Pepper

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Operations & Strategic Services

- Project manager - fulfilling a new Provincial corporate strategy
- Coordinated a project involving multiple stakeholders, ensuring timely completion and adherence to budget, demonstrating strong project coordination skills and attention to detail

Educational and Learning

- Organised, designed and conducted training sessions on new financial system employing adult learning techniques for senior managers
- Facilitated peer-to-peer learning environments with staff, enhancing engagement among senior legal administrative personnel
- Established succession planning by providing training opportunities for supervisors
- Extensive experience in developing training materials and conducting training sessions for employees

Other Areas of Distinction

- Consecutive promotions from Reception to Office Manager within 4 years
- Coordinated all payroll, WCB and employee benefit requirements
- Experience in labour relations involving interactions and dynamics with employees and the union, primarily focused on defining collective bargaining rules while aiming to maintain a balanced and productive working relationship between both parties
- Experience leading change initiatives and driving organizational transformations

Notable Previous Work History

2007 & 2009 - RIMROCK RESORT HOTEL, Banff, AB

Guest Services Supervisor

340 Rooms, Reservations, Front desk, Housekeeping
Ensuring guest satisfaction, employee life-cycle management, leadership, development of training resources, change manager during HMS upgrade

2008 & 2009 - POOLWERX CORPORATION - AU

National Retail Development Manager (Sales)

Manage the retail development of 52 stores nationally, including overseeing shop-fits, design, construction and rollout plan
Ensuring KPI's met and aligned with operational goals
Coaching, training, leadership - sales
Provide thorough training to new franchisees covering all aspects of business management
Development of staff employment training program

2006 - 2007 - 7 ELEVEN Stores - AU

District Manager and Trainer

Life-cycle management of franchise owners. Offering resources to enhance profitability for both franchisees and the overall business. Ensure adherence to legal obligations, including labour laws and health and safety regulations. Manage store openings and facilitate franchisee transitions. Provide thorough training to new franchisees covering all aspects of business management.