

# HOPE PAWLAK

403-993-0368  
Calgary, Alberta

hopepawlak73@gmail.com  
thepawlaks.ca

## ADMINISTRATOR

Motivated self-starter, proficient in problem-solving, researching, streamlining. Sound time and resource management skills to help implement strategic administrative and operational initiatives that enhance productivity and overall company performance.



## RELATED EXPERIENCE

### Sales Administrator

#### Duties

- Downloaded PO's and Change Orders from various builder portals and prepared work order files for purchasing and scheduling.
- Produced and gathered project related information; tracked, filed and distributed to all related parties.
- Maintained consistent, timely project information , and organized in an orderly fashion for the team
- Communicated with builders to obtain schedules and specifications of our projects.
- Communicated with builders and suppliers to provide project information and obtain pricing

#### Accomplishments

- Updated use of digital systems to be more proficient
- Streamlined processes, maximizing time efficiency
- Developed a uniform system for bids and files
- Relocated the commercial showroom enhancing usability

### Executive Assistant

#### Duties

- Provided clear communication to a variety of volunteer teams; problem solved and restructured; planned meetings and prepared materials.
- Planned and executed large family focussed events
- Engaged with a diverse population, brainstormed and executed relational solutions, provided compassion and friendship
- Coordinated communications; tracked and followed up on requests.
- Maintained client relations for those who rented facilities.
- Performed a variety of computer duties including publications, scheduling, website updating, social media, calendar management, graphic design.
- Ensured and maintained confidentiality of all communications and documentation.
- Improved procedures and streamlined for efficiency.
- Provided a positive, welcoming and accommodating atmosphere.

#### Accomplishments

- Assisted in the organization surpassing it's outreach goal by 82% through creative marketing and relationship building.
- Increased engagement within the organization by 75% and increased connections by 64%.

Dec 2020-Dec 2022  
Dannburg Floor Coverings  
Calgary, AB

Jan 2016 - Sept 2020  
Calgary Church of Christ  
Calgary, AB



## ADDITIONAL EXPERIENCE

Recent

### January 2023 - Present

Receipts Clerk, Wycliffe Bible Translators, Calgary, AB

### April 2018 - March 2021

Receptionist, Centre for Chiropractic & Sports Rehabilitation, Calgary, AB

### 1994 - 2010

Bookkeeper, Trican Oilwell Services, Lloydminster, AB

Office Administrator, Calgary Church of Christ, Calgary, AB

Customer Service, Bass Pro Shops, Calgary, AB

Previous



## EDUCATION & DEVELOPMENT

- Indigenous Relations Training Program (4 day) UofC, Calgary, AB 2019
- Event Management Certificate MT. ROYAL,, Calgary, AB 2012
- Business Administration Diploma OUC, Kelowna, BC 1994
- Office Administration Certificate OUC, Kelowna, BC 1992



## TECHNOLOGIES & SKILLS ASSESSMENTS

Microsoft Office Suite, Excel,  
Google Suite, Outlook, Wordpress  
Variety of productivity apps (currently 20+)



Workplace English, Organizational Skills,  
Typing, Receptionist Skills,  
MS Word Documents



Attention to Detail, Power Point,  
Customer Focus & Orientation,  
Logic & Critical Thinking



## SELF-EMPLOYMENT

Own, host and manage a multi-functional cabin property for short-term rentals. I manage marketing as well as guest communications and contracts. In addition, I have produced creative spreadsheets to help us track demographics, locations, and much more as well as monitor our finances for easy tax filing.

### Accomplishments

- Over 200 visits, nearly 1000 guests over 3 years, with multiple repeat bookings
- Substantially increased property value & revenue by promoting a unique experience
- 120 - 5 star reviews on AirBnB
- Created functional, transferable spreadsheets for a variety of uses

Oct 2020 - Present  
Rec Base  
Caroline, AB  
Short Term Rental  
Property - Cabin



## VOLUNTEER EXPERIENCE

### Board Member (Currently)

Alberta Bible College in Calgary, AB, Preparing reports and assessments

### Family Liaison

Recruited and trained by the Calgary Catholic Immigrant Society to work with immigrant families from refugee camps. Worked with 3 families over 5 years.

### Event Coordinator

Managed, produced and supervised the operation of a 3-day Children's Day Camp, for 5 years. Created, produced, managed a large scale event, Christmas in Marlborough, for 3 years.