

GRACE ZITTING-GOECKERITZ

Murray, UT 84107
801-875-7463 - graciezg22@gmail.com

SKILLS

- Dependable
 - Stage Rigging
 - Coordinating skills
 - Lighting Set-Up & Design
 - High endurance
 - Compassionate
 - Customer service
 - Adobe Software
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EDUCATION

Bachelor of Arts: Film and Media Arts *University of Utah - Salt Lake City, UT*

- Dean's List Fall 2021 - Spring 2023
- 3.670 GPA
- Relevant Coursework: Advanced Grip and Light, Sound for Film, Editing, & Film Production

Associate of Science: General Studies *Salt Lake Community College - Salt Lake City, UT*

QUALIFICATIONS SUMMARY

Devoted and reliable with a passion for film production and has a valuable experience operating on-set equipment. Familiar with physically-demanding tasks. Has a keen eye for detail. Eager to connect and build lasting relationships and ultimately ready to make the most of every opportunity.

WORK HISTORY

Warehouse Associate

Riley Blake Designs - Sandy, UT (02/2022 - current)

- o Prepared orders for shipment by picking, packing, labeling, and billing merchandise.
- o Lifted materials weighing as much as 70 pounds.
- o Manually unloaded products from pallets & trucks.

Ticketing and Box Office Agent

Sundance Film Institute - Salt Lake City, UT (01/2024 - 01/2024)

- o Sold admission, processed payments, and issued tickets.
- o Created reports of sold tickets and payments received.
- o Managed waitlist lines and provided customer support by answering patron's questions.

Ambassador

Voterise Non-profit - Salt Lake City, UT (02/2020 - 02/2021)

- o Carried out database entries, and organized files and spreadsheets.
 - o Skilled at working independently and collaboratively in team environments.
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To the Hiring Manager,

Please consider Grace Zitting-Goeckeritz for the position of employment to which she has just applied. It was my absolute pleasure to work with Grace during the 2024 Sundance Film Festival season and she is an exemplary employee. During our time working together, I directly supervised Grace as Theatre Box Office Ticket and Customer support agent and found her to be courteous, professional and reliable. Grace had a fantastic attitude and was willing to help out in all ways requested - from setting up signs and stanchions - through assisting customers with help using their personal devices. Grace routinely went above and beyond her core duties.

Grace is an excellent student and learned our many systems with ease. Over the course of three days we were able to train her on our ticketing system Eventive, our Sundance App, and our Waitlist Management system - all of which he/she handled with superior command. I felt very confident when Grace was on a shift that our policies and procedures would be correctly followed and that she would be able to handle all of our technology (desktops, laptops, tablets and ticket scanners).

As with any live event, there were several unexpected situations that came up and Grace handled them with calm and commitment. Grace was able to comfort and re-orient patrons turned away from full screenings and provide excellent customer service. Flexibility and adaptability are at the core of a lot of our interactions and I could always count on Grace to rise to the occasion and challenge herself in areas she felt she could improve in.

Grace's skills in our ticketing system were of particular value to us this year. She had a great command of the program and was able to quickly and efficiently move our customer line prior to screenings.

To conclude, Grace is eligible for rehire and I would certainly be happy to work with her again. I highly recommend her for your organization as well.

If you have any questions, or would like to speak in further detail about her abilities, I'd be happy to do so. I can be contacted via email at juanitasmith.live@gmail.com or 719-373-4853.

Best,

Juanita Smith, M.A. (she/her/hers)