

- Providing technical expertise and recommendations to customers on different products, including: Camera, Camera accessories, Laptops, Printers, Shredders, Cables, Mobile phones.
- Supporting Store Sales by focusing on Technical Subscriptions, Easy Care Plans.

- As **Ticketing Coordinator** -

Fall for Dance North Festival, Toronto August 2019 - October 2019

- Managing all ticketing operations
- Acting as the main liaison between Festival and Box Office.
- Working closely with the Director of Development to communicate with donors and partners to arrange ticket purchases.
- Tracking ticket sales data and preparing and updating ticket sales reports on a regular basis.
- Supporting Fall For Dance North team with ongoing group sales initiatives, such as community and travel group outreach.

- As **Box Office Agent** -

Toronto International Film Festival August 2018- Sep 2018

- selling tickets, memberships and gift cards to patrons, printing mobile tickets, will-call tickets, providing information about movie screenings to patrons, performing Credit-Debit and cash transactions, group sales, third-party tickets.

- As **Box Officer/Call Centre rep/Front of House Assistant** -

Hot Docs Canadian International Documentary Festival, Toronto April 2019 - May 2019

Factory Theatre, Toronto February 2019 - April - 2019

- Operating ticketing software - Spektrix and Agile
- booked online tickets, over the phone tickets, ticket returns, exchanges, sold membership subscriptions.
- work across Theatre's bar, box office, kitchen as FOHA
- delivered the highest standard customer service to all audiences and visitors to the theatre.
- ensured a welcoming, professional and accessible service to all visitors.

Professional Development Programs

RewireU Professional Development – Second City, Toronto

(Workshop about working creatively in the professional organisations, coordinating efficiently with staff)

Mentorship Program - A Space Gallery, Toronto

(learned about art gallery curating, how to put up an art show, art gallery staff composition etc)

Newcomer Film mentor Program, LIFT, Toronto

(selected for mentorship under Independent Filmmakers of Toronto, worked with film professionals)

Awards/Sections -

Film - Refuge

Role - Writer/Director/Producer

Award - Donny Award for Best Film. Toronto, Ontario 2017

Film - Cinnamon Tea

Role - Writer/Director/Producer

Selection - Emerging Lens Cultural Film Festival. Halifax, Nova Scotia 2021

LinkedIn - <https://www.linkedin.com/in/gursimrandatla/>