

Montana Isaacs

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With an innate enthusiasm for the television/film industry, I enjoy learning on the fly and I value challenging and stimulating environments. I'm looking for opportunities within the production office and I have the transferrable skills to become a competent crew member as the UK industry continues to boom, despite not yet having any credits.

I thoroughly enjoy communication on varying levels, which enables me to maintain a high level of consistency and quality within my work. I'm a knowledgeable and driven individual with extensive work experience. In my personal time, I'm a TV/Film lover with a genuine passion and interest in diversification, on and off screen.

Key Skills

- **Industry knowledge:** Vast understanding of UK TV/Film industry, knowledge of US/international production/distribution, awareness of current challenges in the production office (Covid 19, PACT/BECTU agreements, calculations, IR35 contracting etc)
- **Degree film production:** Script writing, Contracting, Funding, Location Management/Procurement, Casting, Editing and Producing
- **Interpersonal savvy:** Friendly, approachable and with experienced problem solving, Stakeholder management (MD, CEO, HOP, Prod Exec), Presentations, webinars and training delivery, consistent and adaptable communication at all levels
- **Technology:** Certified Apple OS repair technician, Microsoft Office, Google and macOS, Final Draft & Final Cut, Xero, Database tools (Salesforce, Insightly), Workflow management (Asana, Slack), Issue management (Zendesk etc.)
- **Data:** Handling of large data sets and reporting capabilities, managing business revenue and commercial opportunities

Education

Film Production BA 2:1

Screen & Film School
Brighton - UK

Work experience

Senior Customer Success Manager / **We Got POP** - 05/2020 - Present

- Managing and overseeing the onboarding and support of HETV productions across multiple territories (US, UK and ROI), including production teams on **Killing Eve, Foundation, A Discovery of Witches** and many more.
- Acting as an escalation point for key production members within the TV/Film industry, with proven relationship handling, working with Line Producers, Heads of Production and Production Management.
- Understanding and keeping up to date with relevant industry information.
- Representing the business, encompassing values of a "smarter, fairer" industry day to day, and collaborating with key productions to create further impact.
- Creating collateral work flow guides and materials, for internal and external use.
- Working collaboratively with teams to provide feedback across the business to improve our offering, providing key client insights.
- Co-ordinating and hosting training sessions for teams so that they are able to successfully use the software to complete production office administration.

Customer Success Manager / **ESI Media** - 06/2019 - 5/2020

Genius / **Apple** - 10/2012 - 05/2019