

# CELIA PAYNE

Administrative professional and instructor, seeking coordinator position

## EXPERIENCE:

### **Aug 2021 - Present: Shelbourne Physiotherapy**

As part-time admin support, I manage appointments, scheduling, billing, and process insurance claims.

### **2021 - July 2021: Province of B.C. (via Maximus)**

Provincial call line, providing support for multiple tax queues. In my second month, I was recommended for promotion into management training.

### **2011 - 2020: Full-time Fitness Instruction**

Well over 10,000 hours of teaching at over a dozen locations, including positions with the cities of Toronto and Guelph. My classes were wildly popular and fun.

### **2005 - 2012: Education Safety Association of Ontario**

From a Client Services Rep, I was promoted to Administrative Assistant, and then to Customer Care Co-ordinator.

### **2003 - 2005: Citifinancial Retail Services**

From a Customer Service Rep, I was promoted to Help and Escalation Agent, and then to Mailroom Agent.

### **2002 - 2003: Simcoe Shoppe**

As the manager of the store, building, and staff, I was responsible for such things as the care of the business, staffing, banking, and deescalating conflict.

### **1999 - 2002: CIBC Visa**

As a call centre support representative, I started as a Fraud Prevention Officer, was promoted to Commercial Products, and then to Staff Accounts.

## EDUCATION

### **FORMAL**

#### **TEFL (ESL) Certification**

2021: University of Toronto (OISE)

#### **Fitness Leadership Certification**

2019: Seneca College

#### **English Degree, Specialized, Honours**

2011: York University

### **FITNESS CERTIFICATIONS**

#### **Pilates Teacher**

2015 - : Body Harmonics Pilates

2021 - : Body Harmonics Vertical Pilates

#### **Ashtanga, Hatha, Classic, Restorative, Hot**

2011 - : Canadian Yoga Alliance

#### **CPR and First Aid: Adult; Child; AED**

2010 - : Certified

#### **Hot Yoga Instructor**

2013 - 2014: Moksha Yoga

#### **Mind/Body Specialist**

2011: Canfitpro

### **CONTINUING EDUCATION**

#### **36 workshop and/or certification credits**

2010 - 2019: Annual Yoga Conference

*I take pride in the way I represent myself and the organizations I work with, in-person and online.*



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