

CELIA PAYNE

Administrative professional and instructor, seeking coordinator position

EXPERIENCE:

Aug 2021 - May 2022: 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

Kinesiology - Master's Student

2024: University of Victoria

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

2021: Body Harmonics Pilates

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



CeliaPayne.com



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