

SKILLS

- Excellent, proven customer service skills in a variety of roles
- Versatile, Adaptable + Fast Learner
- Critical Thinker + Problem Solver + effective multi-tasker
- Efficient Organizational + Time Management Skills
- Detail-oriented, Conscientious + Professional
- Proficiency in written + visual communication. Architectural + handwriting skills mastered in a past career of design
- Strong Graphic Design + Video Editing Skills
- Social media content creation + management
- Effective + Efficient data processing + entry skills
- Customer acquisition strategies
- Creative Thinker + Effective communicator
- Proficiency in Technical Project software - Design, Architectural + Marketing tools, AI software + programs
- Strong Understanding + Application of Core Design Principals - Space planning, Colour theory, Lighting design, FF + E Specifications + Technical drawing skills
- Construction + Sustainability Knowledge -Building Code & Industry standard adherence
- Project Management - Budgeting, scheduling, Project documentation, Consultant Coordination.

EDUCATION

- Bachelor of Applied Interior Design / CIDA Accredited 2008- 2012 - Mount Royal University / Calgary AB
- 200hr RYT Vinyasa, Ashtanga & Traditional Hatha Yoga Training - Rishikesh Yoga Teacher Training Center -July 2023
- 200hr RYT Advanced Yin Yoga Certified Teacher - Yin Culture Bali, Indonesia - September 2023 & Sri Lanka March 2026
- Certified Breathwork Facilitator - Breathworks Academy -October 2023 - February 2024
- 200hr YTT Traditional Hatha Yoga. 'The Practice' Canggu Bali, Indonesia - June 2025

PROGRAMS

- Click-Up, Monday.com Business software and AI services. Familiarity with Asana platform with initiative to quickly learn new systems
- Project Management, Estimating, & Time Tracking - SiteApp Pro, BuilderTrend, Exact-Time, Cost-X, XeroMe
- Adobe Creative Suite - Acrobat/ Photoshop / InDesign / Illustrator
- Google Docs, Sketch-up 8 + Google Sketch-up Pro
- Microsoft Office Suite / Excel, Word, Powerpoint, Keynote
- Canva, Click-Champ & Capcut Video Editing Software
- AutoCAD Architecture - Project Works - Design Software

ABOUT ME

As an enthusiastic, dedicated and motivated individual, I take great pride in my work and enjoy connecting with new people. With a diverse background and International experience across Hospitality, Wellness, Landscaping/Gardening, Administrative & Marketing roles, and Professional Design & Construction Industries, I thrive in both independant & client-facing, dynamic roles. Eager to apply my skills and grow within New Zealand's expansive work environment.

WORK EXPERIENCE

HOUSE KEEPING + CUSTOMER SERVICE HOSPITALITY F +B- CASUAL STAFF
TE WHAANGA RETREAT + SPA - Raglan, New Zealand
May 2026 - Present (On Call Basis -as needed)

HouseKeeping - Cleaning, Hospitality Food + Beverage Service roles

- Maintained exceptional cleanliness and presentation standards throughout luxury guest accommodations, wellness facilities, and shared retreat spaces, ensuring an outstanding experience for guests.
- Prepared guest rooms to a five-star standard, including detailed cleaning, linen changes, amenity replenishment, and meticulous room presentation prior to arrivals and throughout guest stays.
- Cleaned and cared for premium furnishings, fixtures, and wellness spaces with discretion and attention to detail, preserving the quality and atmosphere of the retreat environment.

CUSTOMER SERVICE & SALES ASSOCIATE

ARTISAN & MERCHANT LTD. - Raglan, New Zealand
October 2025 - December 2025 (Left due to re-injury)

Sustainable Fashion & Homewares Retail

- Stepped into an interim management role during the founder's relocation, ensuring smooth daily operations and consistent brand standards.
- Delivered personalised customer service to new and returning clients, providing tailored recommendations to support satisfaction and sales.
- Maintained immaculate presentation standards throughout a high-end fashion and homewares retail environment, ensuring displays, merchandise, and customer areas reflected the brand's premium image at all times.
- Carefully cleaned and organized delicate décor, homewares, accessories, and fashion displays containing numerous small and fragile items, demonstrating exceptional attention to detail and care.
- Conducted detailed dusting, polishing, and visual inspections of merchandise and display areas, ensuring every product was presented to exacting standards and customer-ready condition..
- Consistently met the expectations of a highly detail-oriented management team by delivering thorough, accurate work, identifying presentation issues proactively, and maintaining exceptional standards without direct supervision.

ALL AROUND WELLNESS FACILITY STAFF - HIGH END WELLNESS

ARO-HA WELLNESS RETREAT. - Glenorchy, New Zealand
July 2025 - Mid August 2025 (Left due to injury)

High-End Wellness & Nature Hospitality Retreat

- Delivered personalised guest services across all stages of the client experience, including welcoming guests, preparing and organising welcome packages and gifts, and providing clear orientation and information throughout their stay.
- Maintained high standards of cleanliness and presentation across the facility through housekeeping, room preparation, laundry services, and general cleaning duties.
- Worked efficiently within strict turnaround times while consistently delivering a welcoming, immaculate, and tranquil setting that reflected the retreat's commitment to excellence and guest satisfaction.
- Assisted in spa operations, including cleaning, resetting, and closing procedures to ensure a calm, safe, and well-maintained environment.
- Supported dining operations by assisting with meal service, table preparation, and guest interaction, while also contributing to kitchen prep and dishwashing to maintain smooth service flow.
- Contributed to outdoor and sustainability-focused tasks including gardening and harvesting, supporting the facility's holistic and land-connected approach.
- Led and facilitated yoga classes for both guests and staff, adapting sessions to suit varying abilities and contributing to the overall wellness offering.
- Demonstrated flexibility and initiative by supporting multiple departments as needed, contributing to the smooth day-to-day operation of a dynamic, guest-focused environment.

CERTIFICATIONS

- Upcoming enrollment in Online ArchiCAD Training
- **PEAK SAFETY - BackCountry & General Outdoor Adventure First Aid Training-** August 01, 2025
- **Trauma Informed Breathwork Facilitator - 2024**
- **Avalanche Safety/ Search and Rescue- 2015, 2016, 2017, 2018, 2024 Winter Season Training**
- **Molchanovs Wave 2 FreeDiver - October 2023**
- **Nitrox certified & Advanced Open Water Scuba Diver - August 2023**
- **Red Cross First Aid - April 2022**
- **AutoCAD Advanced AutoCAD Training - 2022**
- **MyDoma & BuilderTrend - Design & Project Management Software training - 2022**
- **ProKitchen & 2020 Design Software Training - 2021**
- **ProjectMatrix - Furniture Specialization & Specification Software Training**
- **WHIMIS & Worksafe BC - Works Place & Hazardous Materials Safety Training - April 2011**
- **International Building Code & Fire Safety Certifications - 2011**

VOLUNTEERING

- **Guest Experience & Customer Service Volunteer - Aro-Ha Wellness Facility (Glenorchy, NZ) Summer 2025**
- **Young Adult Yoga Instructor - Cayman Prep Highschool (Cayman Islands) - 2023**
- **Yoga Instructor - Various Studios in Canada, Cayman Islands, & Cozumel Mexico - 2023**
- **Children's Aid - Primary School Lombok- Fundraising in Senggigi Lombok (Indonesia) - 2023**
- **MUDFISH No Plastic Non-for-Profit - Ocean Conservation & Children's Swim Aid (Indonesia)- 2023**
- **Cayman Islands Humane Society- 2021 - 2023**
- **Sailing the Farm Farm & Sailboat Volunteer work- (Norway) 2019**
- **Comunidad Inti Warra Yassi / Animal Rescue / Park Machia (Bolivia) 2017**
- **Wild Sun Animal Rescue - (Costa Rica) 2016**
- **Rocky Mountain Wine & Food Festival (Canada) 2013, 2014, 2015**
- **Mustard Seed Homeless Center (Canada) - 2010/11**

REFERENCES

- Available upon request

WORK EXPERIENCE

HOSPITALITY SPECIALIST

CANADIAN MOUNTAIN HOLIDAYS - Mica Creek, Canada
Winter & Spring Seasons 2015 - 2019 and November 2024 - May 2025

High-end Heli-Ski / Heli -Hiking Adventure Lodge

- Delivered high-touch, personalised guest service across all aspects of a luxury lodge stay, ensuring comfort, satisfaction, and a seamless customer experience for international guests
- Delivered exceptional housekeeping services within a luxury heli-ski lodge, maintaining immaculate guest rooms, bathrooms, and common areas to the highest standards of cleanliness and presentation.
- Performed daily room servicing, including detailed cleaning, bed making, linen changes, amenity replenishment, and quality checks to ensure guest accommodations were consistently guest-ready.
- Coordinated with a housekeeping team of 4-5 staff to maintain efficient room turnovers and uphold premium service standards during peak guest occupancy periods.
- Maintained pristine guest lounges, dining spaces, entrances, and staff facilities through regular cleaning, sanitization, vacuuming, dusting, and polishing of high-end furnishings and fixtures.
- Responded promptly to guest requests and needs, acting as a key support link between guests, kitchen, and lodge operations teams.
- Supported lodge dining operations, including buffet setup and four-course meal service for 50+ guests, demonstrating flexibility and a commitment to overall guest satisfaction.

YOGA TEACHER + APOTHECARY RETAIL STAFF

ONE HEART YOGA & APOTHECARY - Grand Cayman, Cayman Islands
February 2023 - June 2023 + April 2024 - October 2024

Yoga Teacher, Cleaning & Retail Staff

- Preserved the peaceful ambiance of a boutique wellness space through meticulous cleaning, organization, and care of studio furnishings, décor, and client areas.
- Sanitized yoga mats, props, blocks, bolsters, straps, and other shared equipment in accordance with hygiene and health standards.
- Performed routine sweeping, vacuuming, mopping, dusting, and surface cleaning to ensure studio spaces were consistently presented to a high standard.
- Cleaned and restocked washrooms, handwashing stations, and guest amenities to maintain a hygienic and comfortable experience for clients.
- Conducted detailed cleaning between classes, including floor sanitization and equipment organization, ensuring spaces were ready for incoming students.
- Monitored and replenished cleaning supplies, toiletries, and studio essentials to support smooth day-to-day operations.
- Assisted with opening and closing procedures, including tidying reception areas, preparing practice spaces, and securing facilities.
- Maintained high standards of cleanliness and presentation in alignment with the studio's wellness-focused values and client expectations.
- Demonstrated & expanded knowledge on Apothecary items for re-sale including herbal supplements essential oils, informative texts, books, cards, candles, beauty products, attire & jewelry.
- Demonstrated excellent sales & product knowledge skills within the retail apothecary business, informing customers on various products and suggesting select products tailored to suit their needs.
- Aided in marketing of various yoga classes & promoting upcoming events, specials or deals within Yoga Center & Apothecary.

YOGA TEACHER + APOTHECARY RETAIL STAFF

Rock Iguana + BRAC YOGI WALL - Cayman Brac, Cayman Islands
December 2023 - April 2024

Yoga Teacher + Climbing assistant

- Lead Traditional Hatha, Yin & Restorative Yoga classes to a variety of students.
- Aided in the facilitation of climbing & rock/cave guiding adventures, keeping gear room organised with an effective & easy to use system.
- Maintained the outdoor practice space through regular sweeping, tidying, and surface cleaning to uphold presentation standards.
- Cleaned and sanitized shared yoga equipment, ensuring a safe and hygienic practice environment for all participants.
- Prepared the space between classes by organizing equipment, sanitizing high-touch surfaces, and ensuring the area was ready for incoming students.

2017 THROUGH TO APRIL 2023 - Worked in Professional Career of Interior Architecture & Project Management in Canada, Germany & The Cayman Islands
Completed 2 Yoga Teacher trainings & multiple dive certifications abroad between late April 2023 through to Early December 2023.