

# CLAIRE CUNNEEN

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## Summary

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- Reliable and efficient professional adept at creating a positive, friendly environment in which clients can obtain advice and successfully achieve goals.
- Experienced in various aspects of business operation including administration, cash handling and communications.
- Calm, adaptable, and able to handle multiple responsibilities while providing exceptional customer service.
- Passionate about helping clients, connecting community and creating a satisfying overall experience.

## Highlights

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- Customer and service focused
- Excellent communication and people skills
- Able to communicate respectfully and professionally with all types of people from many different cultures
- Able to resolve requests and complaints with patience and creativity
- Team player with leadership qualities
- Spanish speaking

## Experience

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### **Owner/Teacher Trainer/Instructor LV Chair Yoga (Australia)**

**03/14 to Current  
Sydney, NSW**

- In 2014 began teaching LV Chair Yoga classes to seniors and those living with disability in community centres and in private sessions in and around Sydney.
- Provided Chair Yoga workshops and demonstrations for various events and festivals including Seniors Week, Aged Care open days, community events and private workshops.
- In 2016 joined with LV Chair Yoga directors in the USA to bring LV Chair Yoga to Australia and New Zealand via online and skype Teacher Training. Trained multiple students in various locations in Australia and NZ to certify them as LV Chair Yoga Teachers.
- Created advertising materials and implemented marketing strategies/promotions to obtain new clients and keep current clients informed of business operations. Ran all online and social media aspects of the business.
- Communicated with and gave specific details about our product/s to prospective clients and current class attendees via various communication portals (telephone, email, face to face and via social media).
- [www.getfitwhereyousit.com.au](http://www.getfitwhereyousit.com.au)

### **Owner/Instructor Zumba Fiesta**

**02/10 to Current  
Sydney, NSW**

- In 2010 successfully opened my own small business – Zumba Fiesta.
- Worked with people of all ages and abilities. Developed and instructed specialised classes for Active Older Adults, people with Special Needs, as well as Children. Zumba Gold, Zumba Kids, Zumba Toning and Zumba Fitness programs.
- Worked closely with council staff members and venue owners to successfully open and run up to 20 classes per week, with up to 60 participants per class.
- Created advertising materials and implemented marketing strategies/promotions to obtain new clients and keep current clients informed of business operations. Ran all online and social media aspects of the business.
- Communicated with and gave specific details about our product/s to prospective clients and current class attendees via various communication portals (telephone, email, face to face and via social media).
- Organised parties, fundraisers and social events to support charities, build rapport and create a fun, friendly in-class environment for both my instructors and participants. Raised over \$2000 total for the Cancer Council by holding yearly events within our classes such as “Pink Week” or “Pink Ribbon Day – Wear Pink”. I have regularly donated my time to Inner West Council, Relay For Life and Carers NSW by providing a Zumba session as an activity to motivate participants and during 2014 raised over \$1000 for OzHarvest from our quarterly “Fiesta & Fundraiser” parties.
- Instructed classes and gave up to date health and wellness advice to instructors and clients on a regular basis.
- Handled cash and performed all administration/paperwork, cash reconciliation, contractor payments and invoicing.
- [www.zumbafiesta.com.au](http://www.zumbafiesta.com.au)

### **Self-employed Spirit Fitness**

**10/02 to Current  
Sydney, NSW**

- Instructed various fitness classes at many Sydney gyms/wellness centres. Classes taught include: Freestyle (Aerobics, step, circuits etc), Cycle, Pilates, Yoga, Stretch, Boxing, Dance fitness, Kids and Older adults fitness.
- Travelled to New York to complete training courses in Lakshmi Voelker Chair Yoga, Therapeutic Yoga and Chair IPT – instructed these classes to private clients and in venues in and around Sydney.
- Operated small personal training business training private clients and operating at Fitness First, Bankstown - advising and working with clients of different ages and needs.
- Contributed to the operation of clean, friendly and well maintained gyms and health clubs.

**Retail Sales Assistant  
The Body Shop**

**10/00 to 02/04  
Various, NSW**

- Encountered many personal interactions with customers, performing makeovers and consultations on the latest trends, informing them of product information and ingredients to help them select items specific to their needs.
- Built customer confidence and rapport by actively listening to concerns and giving appropriate feedback, with friendly and professional customer service.
- Answered customers' questions and addressed problems or complaints in person and via phone.
- Placed special orders and called other stores to find desired items. Gift wrapped items when required.
- Operated a cash register to process cash, cheque and credit card transactions accurately, in a timely fashion.
- Administered all point of sale opening and closing procedures including cashing/locking up and making bank deposits.
- Kept the shop clean and maintained neat, orderly, visually appealing product displays. Received and replenished stock to guarantee product availability and promote customer satisfaction.
- Built and maintained effective relationships with upper management and other team members to promote the company brand. Gave exceptional service throughout the entire shopping experience.

**Market Researcher  
MRA Research**

**01/00 to 08/00  
Crows Nest, NSW**

- Conducted telephone interviews with various segments of the population and recorded data for market research purposes.
- Operated telephones and computer systems within a call centre environment.

**Gym Floor Assistant/Fitness Programmer  
Bodyline Gym**

**08/98 to 11/99  
Bankstown, NSW**

- Cleaned and performed light maintenance on gym floor equipment.
- Picked up and put away weights and equipment to maintain a clean and safe work environment.
- Conducted fitness assessments, prescribed exercise programs and communicated with and advised clients in all aspects of health and fitness.
- Assisted at reception (telephone calls, bookings, requests for information) when required.

**Retail Sales Assistant (Casual)  
Klein's Jewellery Store**

**05/96 to 10/98  
Bankstown/Hurstville, NSW**

- Performed duties involved in the daily operations of the retail store including merchandising, receiving and processing stock, operating store while manager out, ticketing displays correctly, promoting discount offers, operating the computer system, banking and cash register, helping customers select products, offering product information and keeping up with all current trends.

## Education

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### **Formal Education**

- **Bachelor of Applied Science: Sport & Exercise Science** **1999**  
University of Western Sydney, Macarthur  
*Coursework in Nutrition, Human Anatomy & Physiology, Biomechanics, Exercise Prescription, Sport Psychology & Sport Management.*
- **Higher School Certificate** **1996**  
Nazareth Senior College, Bankstown

### **Other Certificates**

- **Current First Aid/CPR & Professional Indemnity Insurance** **2019**
- **Current Police Check** **2018**
- **Current Working with Children Check** **2019**
- **Graduate Certificate in Yoga Therapy** **2018**
- **Certificate IV Older Adults Fitness** **2017**  
FIA Fitnation
- **Yin Yoga Teacher Training** **2017**  
Don Peers/Elixir Bondi Junction
- **LV Chair Yoga Certifier Training** **2016**  
Lakshmi Voelker Chair Yoga
- **Chair Yoga Instructor Certification** **2017, 2016 & 2014**  
Lakshmi Voelker Chair Yoga (The Open Centre NYC)
- **Chair IPT (Integrated Positional Therapy) Certification** **2015**  
Lakshmi Voelker Chair Yoga/Lee Albert (IPT) (Kripalu)
- **Level 1 Therapeutic Yoga Certification** **2015**  
Cheri Clampett/Arturo Peal (Integral Yoga Institute NYC)

- **200hr Hatha Yoga Teacher Training** **2014**  
Don Peers - Akasha Yoga RYS
- **Certificate in Sport & Exercise Nutrition** **2012**  
Sports Dieticians Association of Australia
- **Zumba Instructor Certification** **2010**  
Zumba Fitness, Zumba Gold, Zumba Kids, Zumba Toning
- **Cert IV (Children's Fitness)** **2005**  
The Children's Hospital Institute of Sports Medicine (CHISM)
- **Cert IV (Pilates Mat Level 1 & 2)** **03/05**  
Australian Fitness Network/The Pilates Institute
- **Certificate in Foundation Cycle** **2003**
- **Certificate III in Fitness** **2002**  
Fitness Institute Australia  
*Certified Group Fitness Instructor/Fitness Instructor/Children's Fitness Instructor.*

## Other Interests

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Spanish, History, Spirituality, Culture, Travel, Music, Yoga, Environmental/Animal/Human rights, Socialising, Learning.

## References

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Charisse Sweeney  
Former Business Partner/Colleague  
Zumba Fitness

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