

Claire Haywood

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Melbourne, Australia

Formal Qualifications

- I hold a Bachelor of Creative Arts (with Honours) from the University of Melbourne
- I am a member and register teacher of Cecchetti Victoria and the Australian Teacher's of Dancing (ATOD)
- I am in the process of completing my Diploma of Dance Teaching & Management with ATOD

Experience in the Performing Arts & Entertainment Industry

- 12 years teaching performing arts to ages 2-20+ (ballet, jazz, tap, contemporary, musical theatre, acrobatics, cheerleading, vocal, drama, acting)
- Adjudicator at various dance eisteddfods throughout the country.
- I have also been employed by numerous primary and secondary schools to teach cheer & dance as an extension of their performing arts programs.
- Worked as a professional dancer & entertainer in the corporate world for companies such as Foxtel, Salmat, Hume City Council, Macedon Arts Society, Sunbury Arts Society, MOD Management, Eureka Towers, APL Photography, City of Melbourne.
- Dance captain for several semi-professional productions throughout Melbourne.
- Choreographed numerous high school and primary school productions.
- Lead ballet dancer in Robert Rays production of The Gondoliers for The Gilbert & Sullivan Society.
- Creator of and performer in Curly Girl Burlesque which performed professionally every weekend for 2 years.
- Choreographer for musical productions such as Stephen Schwartz's Working with Union House Theatre, Back to the 80's and A Midsummer Night's Dream with B.T.C.

Work Experience

2009 - 2013	Haywood Academy of Performing Arts	Owner/Director
	<ul style="list-style-type: none">• Create and implement class schedules including teacher assignments• Managed a staff of up to 11 people across 4 different departments.• Directed and produced 2 production per year included all aspects of theatrical production including but not limited to ticketing, back stage management, script writing, directing, choreographing, stage crew assignments, OH & S compliance in the theatre.• Managed payroll and financials for the company utilising Excel, Numbers for Mac, MYOB, Access, PayPal, ThinkSmart (DanceBiz)• Generated and issued quarterly invoices to clients/students.• Advertising and marketing• Online profile and presence including website development/maintenance and social media• Planning of fundraising and social events such as trivia nights, discos, movie screenings, dinner dances and more.	

- Liaising with customers on a daily basis via numerous avenues such as email, phone, SMS, Facebook and face-to-face.
- Seeking and analysing customer feedback both positive and negative.

2007 - 2009 Cricket Australia Online Customer Service Manager

- Helped customise the MyCricket online management system to the needs of the client. This included an assessment of the clients needs, their current club management tools and an analysis of the stakeholders.
- Developed all training materials for the nationwide roll out of the MyCricket system. Training materials included print documents, online FAQs, online help desk, phone and email support, System User Guide, Training Guide, Facilitators Manual.
- Ran training programs to all State Cricket Organisations

2006 - 2008 Salmat (formerly Salesforce) Team Leader(Foxtel)

- 1 year as a Customer Service Entertainment Consultant before being promoted to Team Leader.
- Managed a team of 20 Customer Service Phone agents.
- Was responsible for assisting staff with escalated calls - ie: difficult customers who required assistance and conflict resolution from management.
- Overseeing of staff rosters which were auto-generated.
- Ensuring well being of all staff in my team. This included assistance with work related problems such as peer issues, roster changes, product knowledge, disciplinary action, upskilling, OH&S compliance.

References

Mark Williams
Assistant Project Manager Salmat (Foxtel Project)
0419 116 069

Deborah Woolley
Performing Arts Teacher - Overnewton Anglican College
0431 347 711

Linda Amato
Producer & Talent Agent
0407 840 760