

Pamela Maikantis

647-803-7201 | pam.maikantis@gmail.com | Mississauga, ON

Profile

Creative and dedicated student at triOS College with a passion for web and mobile development, seeking an internship opportunity to apply and expand upon my technical skills. A quick learner with the ability to work independently or as a team, I believe I would contribute effectively to your team and create impactful solutions.

Skills

- HTML5, CSS3, JavaScript
- Communication skills
- Management

Education

triOS College, Mississauga, ON	Expected graduation January 2025
Marca College of Hair and Aesthetics	April 2014

Work Experience

Fuzion Fitness, Brampton, ON	June 2019 - present
------------------------------	---------------------

Director of Group Fitness	April 2021 - present
---------------------------	----------------------

- Maintained a monthly schedule of approximately sixty group fitness classes
- Ensured each class had an assigned instructor and found coverage for classes when necessary
- Evaluated new instructors and coordinated group chats with instructors according to style of class

Administrative Director	July 2021 - present
-------------------------	---------------------

- Completed payroll for hourly and commissioned staff
- Reviewed delinquent accounts on a weekly basis and followed up with members via email, phone call and letters

- Resolved member complaints and inquiries regarding membership freezes, cancellations, refunds and late payments
- Regularly corresponded and coordinated with other department directors and the business owners

Customer Service Manager

June 2019 - present

- Interviewed, hired and trained a staff of approximately twenty part-time customer service representatives
- Completed weekly staff schedules following a scheduling budget
- Performed performance reviews and provided constructive feedback

Suki's Salons, Vancouver, BC

July 2016 - May 2019

Colourist

- Conducted in-depth consultations with clients to understand their desired hair colour, style preferences, and any concerns, ensuring clear communication and setting realistic expectations.
- Demonstrated proficiency in various hair colouring techniques, including balayage, ombre, highlights, lowlights, and all-over colour, delivering tailored and on-trend results.
- Stayed up-to-date with the latest hair colour trends, techniques, and innovations by attending workshops, seminars, and industry events, ensuring the ability to offer cutting-edge services.