

# Sam Windsor

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## Diploma in Web Development and Design

## Diploma in Recreation Leadership

## SBINZ Level Three Snowboard Certified

### Objective

I'm Sam and this past year I've completed a Diploma in Web Development and Design at Whitecliffe, learning about programming languages, design, testing and more.

I'm seeking a role where I can use and grow the skills I have learned recently in a new environment.

Prior to my recent studies I had been working in the outdoor industry as a Snowboard coach, team leader and instructor trainer. In 2007 I completed a Diploma in Recreation Leadership at Christchurch Polytech.

### Skills

#### Programming

Alongside my front end experience, I also have some minor experience with languages such as Python, C# and MySQL. Using C# I created a low-level ticketing system for a helpdesk, and a basic Cinema movie database with MySQL.

#### Snowboard Coach and Outdoor Educator

I have worked as a snowboard instructor, coach, guide and team leader since 2009. During this time, I've developed great communication skills for both interacting with guests and in order to better teach and connect with my clients.

I understand how important clear communication is in all environments and strive to achieve this at all times.

#### Photography

I'm a passionate photographer and am competent with Lightroom and familiar with Photoshop along with a variety of other unique image editing tools as well as some experience with video editors.

## Work History

[NZ, Canada, USA, Japan, AUS]

Snowboard Coach and Supervisor  
2009-2021

Over the past 11 years I have worked primarily as a snowboard instructor and coach all over the world. Working in these jobs has required the ability to create genuine connections and rapport with my clients, spending multiple days with them during their stay at a resort, often during some very challenging times and conditions.

It is most important to provide clients with a great experience, regardless of the challenges faced, to keep them interested, happy, and returning.

Over this time one of my favorite roles as an instructor is training other instructors to increase their knowledge and provide better service to their own clients. Being able to share knowledge from my years to make their job easier and more enjoyable is a rewarding experience.

Key skills and responsibilities:

- Group management
- Customer service
- Ability to adapt and make changes quickly in a variety of situations
- Instructor training and exam prep
- Time Management and scheduling
- Clear and simple communication
- Managing customer/client expectations
- Managing line ups and assigning lessons

Torpedo7, Porirua, New Zealand

Retail Sales  
2020-2021

During Covid, while recovering from injuries and being unable to return to other work, I joined the team at Torpedo 7 as a sales assistant. Within 6 months I rose to be one of the top 10 sales associates in the country and took on a role of training to help others learn about products and increase their sales and performance. This job operated on a base wage plus commission, creating a competitive environment in which to work.

Responsibilities and daily tasks:

- Floor sales
- Stock presentation and merchandising
- Helping team members with product information and knowledge
- Cash handling and close of business cash out
- Customer complaints and queries
- Attending product knowledge sessions and completing product modules

As a team of roughly 8 at Sentinal Sports, we often serve hundreds of customers per day over short periods. In 2019 I started taking assisting in running the shop as the manager was spending less time in store and current assistant manager was leaving. Unfortunately, due to Covid-19 I was unable to return to run the shop the following years.

Responsibilities and daily tasks:

- Keeping knowledgeable on current gear and industry tech
- Delegating daily jobs and responsibilities
- Repair and maintenance of equipment
- Stock takes and ordering
- Social media management
- Sales and close of business cash out
- Customer complaints and queries
- Retail sales
- New and future stock consideration and ordering

Between winter seasons I would often return to work at Credit Consultants. My primary role was to communicate between our team and the client's we service. Other duties included assessing disputed cases, handling and solving confusing or critical cases, and to provide information and answers to the collection and floor/phone team. During this role I continually adapted to new responsibilities and roles to help fill gaps in the team and workplace.

Roles:

- Case manager of client debts
- Resolution of complicated and fragile cases
- Support for other case managers
- Debtor complaints and disputes
- Point of contact for clients

For two seasons, which operated between January to June, I worked with 4 others to provide students of Riccarton Highschool a week learning in the outdoors. We often rotated roles to give everyone a change over this time, and would take turns facilitating each week, leading groups, providing support to the teams during activities or overnight trips and more.

Roles and Key Skills:

- Safety Management
- Facilitator
- Logistics support
- Team building
- Group teaching/presentations
- Mentoring students

## Education and Qualifications

[Diploma in Web Development & Design, Level 5] [2022]  
[Whitecliffe College]

This primary focus of this Diploma was on JavaScript and HTML/CSS, but also included Python, C#, MySQL and business theory.

[Diploma in Recreation Leadership, Level 5] [2007]  
[Christchurch Polytechnic Institute of Technology]

My Diploma electives were, White Water Kayak grade 3, White Water Raft grade 2-3, Back country Travel/Avalanche Awareness. Other components during the year including High Ropes, Tramping, Environmental, Teaching & Planning, Safety & Risk management, Wilderness First aid.

[Certificate in Outdoor Recreation, Level 4] [2006]  
[Christchurch Polytechnic Institute of Technology]

Components included White Water Kayaking, Safety and Risk management, Hiking (Summer and winter), Environmental, Rock Climbing, First aid, Navigation and more.

[Snowboard Instructor Level 3] [2012]  
[SBINZ]

Other certifications include Children's Certification, Freestyle Certification and NZSIA Ski Crossover.

[Backcountry Avalanche BCA] [2016]  
[White Room / Al Moore]

An AST2 equivalent course to show avalanche awareness competency.

## References

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