

Jay Isaak

Calgary, AB
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Looking for a position allowing room to grow where I can demonstrate my many years in leadership positions and working with various types of customers and clients. I am passionate, driven and dedicated to creating a quality work environment.

Education

Adventure Guide Diploma
Thompson Rivers University

Sept 2021 - Present
Kamloops, BC

Alberta High School Diploma
Bishop Carrol Highschool

2015-2018
Calgary, AB

Certifications

- Sea Kayak Guide LVL 1 03/2022
- Swift Water Rescue Technician 3 03/2022
- Swift Water Rescue Advanced 4 09/2022
- 80 Hour Wilderness First Responder 12/2021
- CAA Avalanche Operations LVL 1 03/2022
- 16 Hour Wilderness Mental Health First Aid 10/2021
- AST LVL 1 11/2018

Additional Skills

- Fluent in French and English
- Meticulous and detail oriented
- 10+ years working with youth
- Proficient administration and computer skills
- Excellent leadership and group management
- 8 years in customer service
- Proficient in Excel and Google Sheets

Work Experience

Gear Bay Assistant

Adventure Studies Department Gear Bay, TRU

Fall, Winter 2022, 2023

- Helped with sign in and sign out of gear for students
- Keeping product inventory and checking gear for damage or wear/tear
- Repairing gear as needed
- Ski gear, mountaineering gear, climbing gear, whitewater gear etc

Head Cashier and Customer Service

The Bike Shop Central

Spring/Summer 2021, 2022

- Addressed customer concerns due to bike shortages during the covid 19 pandemic
- Found and created solutions for dissatisfied customers
- Used effective communication and conflict resolution to deal with tensions created by Covid 19 policies
- Responsible for handling cash, reconciling daily transactions and assuring till accuracy

Salesperson and Boot fitter

Ski Cellar Macleod

2019- 2021

- Fitting and customizing skis/ snowboards, boots and other accessories and creating a customized and personal experience for each customer
- Creating custom footbeds (Superfeet Carbon and Trim to fit) and heating custom boot liners from many different brands for ski and snowboard
- Basic boot work and ski/snowboard maintenance (punching, drilling, canting, hot waxing, sharpening)
- Receiving product shipments, keeping product inventory

Ski Technician and Cashier

Madarao Ski Resort, Japan

December 2018 - March 2019

- Ensuring guests have appropriate, comfortable and functional gear for a fantastic day on the mountain
- Adjusting ski and snowboard bindings for each customers stance and din setting
- Wax and sharpen customer and rental skis and snowboards
- Handle cash according to company policy, track sales and balance inventory in store
- Helping English speaking customers and using my basic Japanese language skills to help local customers as best I can

Camp Counselor

Camp Chief Hector

Summer 2017, Summer 2018

- Facilitated team building and basic leadership exercises for ages 6-15
- Led multi day backpacking trips in the Kananaskis and Banff National park areas
- Ensured safety and happiness of youth in my care

- Used conflict resolution and group management skills to create safe environments for youth to learn and grow
- Led single day mountain biking, canoe and horseback riding trips for ages 6-15

References Available Upon Request