# **JESSICA CARMEL O’CONNOR**

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I’m a 25-year-old, resilient and mature woman who is eager to apply the skills and experience I have gained to get more involved in making a difference to our community.

Tourism and customer service has been a big part of my life for a few years. This involved interacting with people from different cultures and comfort levels with outdoor activities. Planning, risk management and quickly building relationships of trust with clients is important to ensure they safely enjoy their experiences with mother nature. I am also passionate about anything creative.

I have moved into a warming community, Cromwell.

I thrive on new challenges and strive to succeed. Ready to step up my career, in administration/customer service role. I am eager to learn and upskill.

EXPERIENCE

2021- 2022 (finished on the 10th April)

**SOLE CHARGE BARISTA, JAVA HUT, MAPUA**

* Sole charge running a busy Café.
* I build relationships with regulars and welcome visitors to give all my customers a great coffee experience and help grow the business.
* I ensure everyone is comfortable and safe, especially with COVID measures.
* I handle busy times well to ensure the customer does not feel rushed – calm and under control even when very busy.

2016 – 2021

**GUIDE, ABEL TASMAN KAYAKS**

* Guiding people from all over the world around the Able Tasman National Park by kayak.
* Leading multi-day tours, including entertaining, cooking and building relationships and adapting to each personal needs to ensure the clients are happy and, most importantly, safe.
* Always finding positives no matter what the day brings.
* I have also been involved in administration and marketing support

**SKI INSTRUCTOR, PORTERS ALPINE RESORT**

* Teaching and instructing both adults and children at all skill levels.
* Planning lessons and ensuring the client gets as much out of their time with me as possible.
* Building relationships so they know to trust me in a dangerous environment.

2018 November – 2019 April

**SKI INSTRUCTOR, NISEKO VILLAGE HOKKAIDO JAPAN**

* Teaching and instructing both adults and children at all skill levels and from different walks of life and cultures.
* Planning lessons and ensuring the client gets as much out of their time with me as possible.
* Building relationships so they know to trust me in a dangerous environment.

2019 May - 2019 September

**RAFT & CANYONING GUIDE, I LOVE OUTDOORS, MINAKAMI JAPAN**

* Learning to communicate with a language barrier, ensuring they trust me enough to guide them down a river. Quick thinking and a strong woman.

2016 – 2017

**YAZA CAFÉ, NELSON**

* Barista, front of house and overall customer service.

2015 - 2016

**LB & CO CAFÉ CHRISTCHURCH**

* Hospitality

2014 - 2015

**FARRIERS BAR AND EATERY, MASTERTON**

* Hospitality

EDUCATION & QUALIFICATIONS

2009 - 2014

**NCEA LEVEL 1,2 & 3 St Matthews Collegiate, Masterton**

**NZQA Scholarship awarded in painting**

2016-2017

**Diploma in Adventure Tourism, NMIT Nelson**

* 2 years of developing skills and initiative to think on the go in often challenging environments.

**Sea Kayak Leader Qualification – NZ Outdoor Instructors Association Inc.**

**NZ Coastguard – New Zealand Day Skipper & Maritime VHF Radio Operator Certificates**

2018

**Level Two Certificate in Ski Instruction - NZ Snowsports Instructors Alliance**

SKILLS

|  |  |
| --- | --- |
| * Resilient * Creative * Adaptable * Full licence with P endorsement | * Eager to help people * Willing to learn * Determined * Good computer skills |

ACTIVITIES

I am a home body and love the comforts of being home. I love walking, reading, art and discovering new areas with my little dog Fern and being part of a community and learning new things. I’m a creative spirit so thinking creatively allows me to think outside of the box for all aspects of life.

Mountain biking, skiing and equestrian.

REFERENCES

Jack Kelly – Abel Tasman Kayaks - Owner

Email: jack@abeltasmankayaks.co.nz

Mobile: 021477874

Tim O’Farrell

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Mobile: 0272545255