

MANAGER
Professional Summary

Experienced manager with excellent client and project management skills. Action-oriented with strong ability to communicate effectively with technology, executive, and business audiences.

Experience

Company Name May 2013 to Current Manager

City , State

- New member enrollment and new member services
- Drive overall sales to exceed the gym goals
- Perform merchandising tasks, such as stocking, re-merchandising, and displaying new merchandise.
- Coordinate the overall supervision and training of retail staff to ensure sales performance goals are met.
- Hire, train and develop club staff with goals for growth and success in their positions, and within the company.
- Performed all duties, ranging from front desk and babysitting to class instruction whenever necessary.
- In charge of all digital media functions, such as Facebook, Instagram, Twitter.

Company Name November 2012 to May 2013 Manager

City , State

- Overseeing the personal training department
- Selling and conducting introductory certified personal training sessions
- Ensuring trainers/team members are consistent in punctuality, dress code compliance, and customer service focus
- Responsible for the successful attainment of company targets, including revenue and client retention

Company Name January 2012 to November 2012 Personal Trainer

City , State

- Teaching clients proper exercise form using the most current techniques available
- Providing clients with the motivation needed to stay focused and feel great
- Creating programs designed to ensure clients adhere to fitness programs, attending the gym regularly, and maximizing their total gym experience for optimum results

Company Name January 2011 to January 2012 Personal Trainer/Small Group Instructor

City , State

- Delivering personal training sessions as well as teaching high quality group fitness classes and driving personal training business growth
- Elevating the member experience by actively engaging with members on the fitness floor to enhance their fitness journey
- Conducting fitness orientations to drive personal training revenue
- Overall accountability for ensuring fitness equipment is maintained and fitness floor meets or exceeds operational excellence standards

Company Name January 2009 to January 2010 Quality Assurance Specialist

City , State

Senior Quality Assurance Specialist for Sterling InfoSystems, Inc.

- Supervised and corrected orders entered by Order Creation Specialists in order to maintain quality controls and to assist in employee performance and training

- Personally managed orders on accounts of high-profile clients
- Assure that rigid requirements for client needs and company policies were adhered to by Order Creation Specialists in both internal and external office locations

Company Name January 2008 to January 2009 Verifications Specialist
City , State

- Determine the appropriate documentation necessary for a variety of background checks, including those regulated by various government agencies, and confirm that they were forwarded to the proper parties
- Assess orders to be sure that all related materials were associated with the correct orders in the computerized file systems
- Provided additional support on orders by entering data received into the computer system, requesting additional information from related parties and correcting errors on departmental reports

Company Name January 2006 to January 2007 Customer Service Associate
City , State

- Provided service to patrons by assisting them with their shopping experience
- Handled a variety of different check-out transactions for customers in both a timely and accurate manner
- Responded to customer needs to ensure that situations were promptly resolved
- Accountable for cash register funds, including the preparation of deposits
- Assisted with the general store maintenance and stock levels when appropriate

Education

Hofstra 2012 Bachelor of Arts : Exercise Science City , State , USA

Nassau Community College 2016 Psychology/Business City , State , USA

Attending college to further myself in the fields of psychology, business and management in order to promote my expertise in the aspects of customer service and management overall.

Certifications

- American Heart Association CPR/AED Certified
- American Council on Exercise Certified Personal Trainer
- American Council on Exercise Certified Lifestyle and Weight Management Coach
- American Council on Exercise Certified Health Coach
- International Fitness Professionals Association Certified Tai Chi-Chi Kung Instructor
- Boxing Fitness Institute Certified Boxing Fitness Trainer
- Boxing Fitness Institute Certified Advanced Boxing Fitness Trainer

Professional Affiliations

Volunteer - Class Instructor, Peninsula Counseling Center (2014 - present)

Volunteer - Personal Trainer, Personal Training Institute (2011)

Volunteer - Server, New York Military Academy (2006)

Volunteer - Server, U.S. Military Academy/West Point (2006)

Skills

Excellent working knowledge of computer hardware and technology in general. Proficiency with Microsoft Windows and Office applications.