

MEMBERSHIP COORDINATOR

Career Focus

I would like the opportunity to share more about my work experience and how my skill set could contribute to the successful day-to-day running of your company. I'd be happy to supply strong references at your request. I am currently in pursuit of a career and believe my skills could greatly contribute to your company. Gainful employment in a well structured cooperative environment in which my skills and hard work can be optimally utilized. Frankly stated I am looking for a career as opposed to a "job".

Summary of Skills

- Reliable and dependable High customer service standards
- Active listening skills Flexible scheduling
- Top sales performer Superior organization skills
- Customer service expert Excellent multi-tasker
- Opening/closing procedures Superb sales professional
- Sharp problem solver Bar management
- Time management ability
- Excellent communication skills
- Strong lead development skills
- Goal-oriented
- Focused on customer satisfaction
- Customer service expert
- Employee training
- Clean and professional
- Cold calling
- Self-motivated

Professional Experience

05/2014 to Current

Membership Coordinator Company Name 1/4 City , State

- As Membership Coordinators I am responsible for selling memberships at the health club.
- The position requires that the membership coordinator generate at least 60% of my own prospects through normal prospecting channels.
- The other 40% may originate from club advertising and promotions.
- A strong working relationship with club staff is expected of the membership coordinator.
- Paperwork and administrative follow-up on personal sales, along with personal follow-up on new memberships are essential tasks.
- Responsibilities and Approximate Time Distribution 15% - Telephone solicitation, prospecting and other follow up.
- 4% - Sending mailings to prospects.
- 60% - Touring prospective and making actual sales presentations.
- 10% - Follow-up on new members sold and generating referrals, 3% - Paperwork and administrative work.
- 3% - Attending meetings.
- 3% - Participating in ongoing training programs.
- 2% - Attending special events.

06/2011 to 05/2014

Customer service Manager on duty (MOD) Company Name 1/4 City , State

- During my time with Bladium As a Customer service MOD I worked in a privately owned Sports and Fitness club my job again is to facilitate an excellent customer service experience I am proud to say my professional skills in customer service continue to grow stronger and stand out some of my duties included but are not limited to; Customer service, opening/closing procedures, monetary responsibilities, maintaining a facility opening /closing checklist with various task, outbound calls, EFT collections and updates, confirmation and cancellation of customer club memberships and registrations, entering guest waivers, filing, faxing, mailing of invoices directly to a clients home and or business, answering and directing high volume of phone inquires, greeting and checking in of all guests, answering guest questions, cash handling, facility safety/cleanliness upkeep according to company standards.

09/2009 to 09/2014

Customer Service Representative/Bar Attendant Company Name 1/4 City , State

- My time spent with Bladium as a Bartender my job is to facilitate an excellent customer service experience to produce sales, some of my duties include but are not limited to; Sales, cash handling, opening and closing procedures, monetary responsibilities, at times working in a fast pace environment, Mixing drinks, preparing food, keeping track and ordering supplies from our vendors as needed, keeping department up to company standards.

04/2006 to 08/2009

Sales/Customer Service Representative Company Name 1/4 City , State

- During my time spent with Party America my job was again to facilitate an excellent customer service experience to produce sales, I believe my time spent with Party America helped me in truly honing my excellent customer service skills.
- Some of my duties included but were not limited to; answering and directing phone lines greeting and assisting guests, setting and design of merchandise location, freight unloading, monetary responsibilities, closing procedures customer receiving, ordering procedures for guests, arraignment of balloon bouquets.
- Also kept the store up to company brand standards.

03/2003 to 04/2005

Sales Representative Company Name 1/4 City , State

- As a sales representative I worked on a nation wide call center environment in order to broker and secure the sale of medical supplies.
- My duties included but were not limited to; Customer service, outbound call sales, confirmation and cancellation of customer invoices, filing, faxing, mailing of invoices directly to a clients home and or business, answering and directing high volume of phone inquires.

10/2002 to 01/2003

Merchandise and Customer Assistant (MCA) Company Name i¼ City , State

- As a sales representative I worked on a nation wide call center environment in order to broker and secure the sale of medical supplies.
- My duties included but were not limited to; Customer service, outbound call sales, confirmation and cancellation of customer invoices, filing, faxing, mailing of invoices directly to a clients home and or business, answering and directing high volume of phone inquires.

Education

2005

High School Diploma

Thornton Thornton, CO, Adams

Skills

administrative, advertising, call center, cash handling, closing, clients, excellent customer service, excellent customer service, Customer service, dependable, directing, special events, fast, faxing, filing, listening, mailing, meetings, organization skills, presentations, problem solver, receiving, safety, selling, Sales, scheduling, Telephone, phone, training programs