

# Operations Manager

from Resume Genius

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## PROFILE

A financially savvy, customer experience-oriented Operations Manager with a passion for health and fitness. Over 6 years of experience in the fitness industry, with a focus in corporate policy and process efficiency. Committed to promoting the highest standards and company values.

## PROFESSIONAL EXPERIENCE

### OPERATIONS MANAGER

*Gold's Gym, Dallas, TX / 2016 - Present*

- Reduced operating budget waste by 2.5% year-over-year for the past 2 years through new inventory management system
- Implemented new staff training process, incentive program, and career advancement initiatives to identify, coach, and support high performers & management trainees
- Streamlined business outreach and re-engagement of lost customers in coordination with the Marketing department
- Upheld the highest standards of club cleanliness and staff conduct while reducing staff turnover by 22%

### FITNESS ADVISOR

*24 Hour Fitness, Sacramento, CA / 2012 - 2016*

- Achieved highest new member sign-ups for 24 hour Fitness clubs in Sacramento
- Introduced, onboarded, and built relationships with members
- Developed and nurtured new business leads in the community

## EDUCATION

### B.S. BUSINESS ADMINISTRATION

*Nevada State College  
Henderson, NV / 2012*

### A.A. ACCOUNTING

*Nevada State College  
Henderson, NV / 2010*

## KEY SKILLS

### Six Sigma Yellow Belt



### English / Spanish



### CPR & First Aid Certified



### Team Leadership



### Problem Solving



### Certified Personal Trainer



## AWARDS

### EMPLOYEE OF THE MONTH

*January 2018*

*Gold's Gym / Dallas, TX*