

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