

# Operations Manager

## Sample Resume That Works

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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 / 2018 - Present

- Reduced operating budget waste by 3.5% 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 - 2018

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

### EDUCATION

#### B.S. BUSINESS

ADMINISTRATION  
Arizona State College  
Mesa, AZ / 2012

#### A.A. ACCOUNTING

Arizona State College  
Mesa, AZ / 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