

# OPERATIONS MANAGER RESUME

from Resume Genius

(xxx) xxx-xxxx



your.email@gmail.com



1838 Alpha Avenue,  
Dallas, TX 75207



## PROFILE

A customer service-oriented Operations Manager with 6+ years of experience in the fitness industry, and a focus on corporate policy and process efficiency. Committed to promoting the highest standards and company values as the new Operations Manager for Fit to Fittest.

## PROFESSIONAL

### OPERATIONS MANAGER (October 2019–Present)

Gold's Gym, Preston Center, Dallas, TX

- Reduced operating budget by 2.5% or 2+ years through establishing a new inventory management system
- Implemented new staff training process, incentive program, and career advancement initiatives to identify, coach, and support 25+ high performers and management trainees, resulting in a 22% decrease in staff turnover
- Streamline business outreach and re-engagement of 200 lost customers in coordination with the Marketing department
- Uphold the highest standards of club cleanliness and staff conduct

### SALES MANAGER (June 2016–September 2019)

Gold's Gym Preston Center, Dallas, TX

- Oversaw and expanded a sales team from 8 to 12 members, implementing effective training and mentoring strategies that led to 5 team members earning the "Best Salesperson of the Month" under my leadership
- Spearheaded 20+ professional development workshops and training programs to enhance team performance, scheduling, and event organization

### FITNESS ADVISOR (April 2012–May 2016)

24 Hour Fitness, 7<sup>th</sup> Street, Sacramento, CA

- Achieved highest new member sign-ups in Sacramento for 3 consecutive months (January to March 2013)
- Introduced, onboarded, and built relationships with 340+ club members, resulting a 20% increase in member retention
- Developed and nurtured 33+ new business leads in the community through cold calling and conducting surveys

## EDUCATION

### Bachelor of Business Administration

(May 2012)  
Nevada State College  
Henderson, NV

## KEY SKILLS

Six Sigma Yellow Belt



Certified Personal Trainer



Spanish (Intermediate)



English (Native)



Certified in CPR and First Aid



Data Analytics

