OPERATIONS MANAGER RESUME

(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, 7th 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