

Juan Vallejo

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SUMMARY

Customer Experience Leader with 8+ years experience. Proven skills in driving process improvements and exceeding targets. Results-oriented with a focus on building strong customer relationships.

EXPERIENCE

Team Lead, Customer Experience

Alma

November 2022 - Present, New York, NY

- Spearheaded the implementation of a new workforce management reporting system, resulting in a 15% increase in team productivity and improved data-driven decision-making.
- Developed and implemented a scalable metrics tracking process, adapting methodologies to meet evolving business objectives and ensure optimal resource allocation. This resulted in a 10% reduction in operational costs.
- Successfully managed all aspects of overtime and planned time off processes, ensuring efficient resource allocation and budget adherence.
- Coached and mentored a team of 7 associates, fostering a collaborative and high-performing environment leading to consistent recognition as the top-performing team within the department.

Associate, Customer Experience

Alma

January 2022 - November 2022, New York, NY

- Mentored new associates through company-wide mentorship programs, enhancing onboarding and knowledge transfer.
- Maintained metrics performance at or above 100% for every month.
- Collaborated with cross-functional teams to resolve issues efficiently, demonstrating strong problem-solving and teamwork skills.
- Conducted peer interviews for CX candidates, providing constructive feedback to hiring managers and improving the candidate selection process.
- Analyzed internal processes and identified key areas for improvement, contributing to process optimization initiatives.

Freelance Strength and Conditioning Coach

Self-Employed

March 2020 - January 2025, New York, NY

- Designed and implemented personalized training programs for clients, leading to significant improvements in athletic performance and injury prevention.
- Built network of clients from scratch using various lead generation initiatives and maintained a conversion rate of 60%.
- Conducted biomechanical assessments and movement screenings to tailor training protocols, reducing injury risk and enhancing recovery efficiency.
- Collaborated with physical therapists and sports nutritionists to deliver integrated training solutions, contributing to a 20%+ improvement in client retention and satisfaction rates and building a network of strong relationships with fitness and medical professionals.

Operations Manager

Equinox

June 2016 - March 2020, New York, NY

- Managed a team of 15+ front desk associates, improving customer satisfaction scores (measured via Medallia) by 10 percentage points within one year.
- Assisted general managers in various tasks, including case resolution, cash management, and overall strategic planning and business operations.
- Effectively handled member inquiries, staff evaluations, and administrative tasks, ensuring efficient operational flow.
- Analyzed front desk transaction data, identifying opportunities to increase revenue by 3% through improved efficiency and process optimization.
- Effectively managed the front desk budget from 105% to 98% within my first 6 months.

EDUCATION

Bachelor of Arts in Industrial Organizational Psychology

CUNY Bernard Baruch College • New York, NY

SKILLS

Project Management

Customer Relationship Management (CRM)

Process Optimization

Data Analysis

Team Leadership

Problem-Solving

Communication Skills