

JILL AUGUSTUS

INSPIRING WELLNESS | ASPIRING DEVELOPER
SINCE 2010 SINCE 2018

MY STORY

I recently have made the leap into website development from the fitness world. I love problem solving, working with people, and continuous learning. I am excited to grow in the tech industry.

EDUCATION

Codemaster Institute, 2019

12-week full-stack web development bootcamp

University of Colorado at Boulder, 2005-2009

Bachelor of Environmental Design
Boulder, Colorado

Queensland University of Technology, 2007

Semester Abroad
Brisbane, QLD, Australia

EXPERIENCE

Studio Manager & Teacher Trainer, August 2015-October 2018

LA Fit Studio, Perth Australia

- Oversee two boutique fitness studios
- Lead on the ground information and refresher sessions for instructors
- Instruct the Lagree Method through group classes and private sessions
- Ensure that clients receive a high level of customer service
- Manage relationships with clientele and respond to feedback and complaints
- Repair and maintenance of all equipment
- Control outstanding balances on all client's accounts

Customer Support Specialist, November 2014- May 2015

fitmob inc, San Francisco

- Demonstrate a proactive approach to solve customer related concerns involving payments and technical issues
- Work closely with developers on UX (ie. Payments, scheduling, app and browser bugs)
- Maintain a Zendesk pipeline of 75+ tickets while keeping response rate under 24 hours.
- Test several ideas such as a concierge email service aimed to understand a fitmob member's goals to create a suggested exercise routine
- Assist with on-boarding new customers, and resolve concerns over the phone, email, and live chat

CONTACT

Perth, Australia

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SKILLS

- HTML/CSS
- Sass
- Bootstrap
- JavaScript
- JQuery
- PHP
- Wordpress
- Drupal
- Github

Operations Specialist, June 2014- November 2014

fitmob inc, San Francisco

- Use interpersonal and communication skills to develop relationships and interact directly with fitness trainers and fitmob customers
- Represent and promote the fitmob brand and culture by planning and executing local events
- Lead fitmob booth at trade shows to network and further brand awareness
- Gather and analyze feedback from fitmob customers to improve the overall experience
- Work with corporations to set up weekly workouts

Lagree Fitness Instructor and Manager, July 2013-August 2015

CORE40, San Francisco

- Help build fitness studio from the ground up
- Promote the CORE40 and Lagree Fitness brand and increase awareness through social media platforms
- Drive retention by providing exceptional customer service and support in an energetic and motivating way
- Create and direct an effective workout on Lagree megaformers
- Hold quarterly check ups to ensure high performance of Lagree Fitness instructors
- Manage team of 20+ Lagree Fitness instructors including scheduling and all correspondence
- Integrate sales program to increase clientele
- Use high knowledge of Lagree megaformers to maintain quality and safety

Gratify Fitness, owner, October 2012-August 2015

Mobile personal training

- Use entrepreneurial mindset to build a personal training business based solely on referrals
- Manage schedule using mindbody and payments using square
- Design an effective and fun workout based on individual goals, injuries, and fitness levels
- Motivate and encourage clients to lead a more healthy lifestyle
- Use passion for helping others to listen to people's perspectives and help them achieve their goals

VOLUNTEER EXPERIENCE

Sofar Sounds, City lead, December 2015-March 2016

Perth, Western Australia

- Lead team of three to find artists, hosts, photographers, and sponsors to organise monthly concerts to highlight local musicians.
- Use a ticketing platform to allocate tickets. Our biggest concert was 120 people on someone's back patio!



[HTTPS://WWW.LINKEDIN.COM/IN/JILL-AUGUSTUS-A930BB10](https://www.linkedin.com/in/jill-augustus-a930bb10)



[HTTPS://GITHUB.COM/JMA529](https://github.com/JMA529)