

## GENERAL MANAGER

### Summary

I have strong marketing, and sales skills, with a Customer Service background combined with over 10 years of Management. I am skilled with learning new concepts, I work well under pressure and communicate ideas clearly, and effectively. Demonstrated achiever of being responsible, punctual, and consistent with all company policies.

### Experience

Company Name General Manager

City , State

- Leading sales counselor for first consecutive 6 months.
- Voted best Customer Service Employee General Manager throughout district.
- Largest and Highest consecutive sales, revenue, generated employees.
- Developed and Promoted 5 company General Managers for La Fitness.
- Highest overall ranking V-Class numbers.
- Generated highest revenue based profitable New Jersey Club.
- Nominated for Customer Service General Manager of the Year.
- Achieved Senior/Regional GM.
- Responsible for training and development of Co-General Managers in North east region.

Company Name September 2014 to January 2015 Feeder Driver

City , State

Must conform to all federal and state department of transportation qualifications.

Ensure a safe and timely delivery of all UPS packages from hub to hub.

Responsible for all customer pick up and deliveries.

Company Name June 2014 to August 2014 Transport Driver

City , State

- Pepsi Transport Carrier ·Transport Pepsi raw materials from hub to hub and key distribution centers.
- Adhere to all State and Federal DOT laws and regulations · Condition and maintain Driver, and Truck Safety. ·Report to upper management in delivery, pick-up, and business matters.

Company Name March 2008 to June 2014 General Manager

City , State

- Controlled all Business Operations of the Club.
- Researched and devised marketing, financial and feasibility reports concerning new business acquisitions and acquisition prospects.
- Maintain budget for past due accounts, manage payroll and supply margins and uphold company sales quotas.
- Initiated multiple joint ventures and corporate relations to increase monthly profits margins on customers business in the U.S.
- Key responsibility for consistent improvement of club sales and operations through effective strategic marketing.
- Established overhead budgeting system using Microsoft Excel to improve expense tracking.
- Increased sales by power point inside and outside marketing techniques, pursued corporate business through self generated business relations.
- Established reports to track profits and loss gains for regional clubs in North Jersey market.
- Develop all extracurricular sports programs for Corporate Office at the Club Level.
- Worked directly with Director of Sales and Director of Strategic Planning.
- Using independent discretion in maximizing profits, contain cost, and hold employees accountable.

Company Name May 2003 to August 2008 Bay Delivery Driver  
City , State

- Worked consistently with Upper Management in major food accounts for retail and sale promotional distributions.
- Planned and managed all Pepsi Customer Service Accounts.
- Ordered all retail Pepsi products for major food chains in Northern New Jersey.
- Obtained company based CDL (class A) commercial driver license.
- Distributed all commercial Pepsi products through bulk Truck Loads.
- Educated customer service based seminars for new Pepsi employees.
- Delivered all products through company brand trucking.

Company Name June 2006 to March 2008 Assistant General Manager  
City , State

- Assist General Manager with Sales, Marketing, Advertising, and employee Management.
- Focus on daily key performance indicators to drive profitability · · Work with Sr.
- GM with development of weekly game plans to ensure revenue is 5% higher then previous years bankable gross/eft · Demonstrate a positive attitude and ensure management along team members are providing the highest level of customer service, cleanliness by our club pride practice and financial performance.
- Decision making, problem solving, strategic planning, and data analysis skills.

Company Name June 2005 to December 2005 SALES CONSULTANT  
City , State

- Generate Sales for company profit ·. Generate sales reports and understand critical numbers to impact your business.
- Embrace the role of "The Mayor" your health club, by greeting members, cultivating relationships, and encouraging connectivity providing a welcoming environment for members and guests. Generate Sales for company profit , Generate sales reports and understand critical numbers to impact your business.
- Embrace the role of "The Mayor" your health club, by greeting members, cultivating relationships, and encouraging connectivity providing a welcoming environment for members and guests.
- Knowledge within community events ensuring club participation and are actively involved in our community outreach program.
- Strong external relationships with local business owners and management.

Company Name March 2003 to May 2005 Sports Director  
City , State

- Develop all extracurricular sports programs for Corporate Office at Club Level.
- Organized Basketball and Racquetball Leagues throughout North Jersey La Fitness locations.
- Analyzed all statistics, data, and systems of the sports programs.
- Implemented first company racquetball league program in North Jersey and Staten Island · Increased company league programs by 35% in first semester.

#### Education

Johnson C. Smith University 1996 Bachelor Of Science : Business Administration City , State

Business Administration concentration in Marketing, and Sales Management.

#### Skills

Acquisitions, Advertising, budgeting, Business Operations, Customer Service, data analysis, Decision making, delivery, financial, General Manager, Director, employee Management, marketing, Microsoft Excel, Office, power point, payroll, problem solving, Safety, Sales, seminars, strategic marketing, Strategic Planning.