

Stephen Kenny-Gains

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Experience

My experience over the past 12 years working primarily in the fitness industry has revolved around customer satisfaction. Having started as a personal trainer before moving into managerial roles, I quickly learned the importance of building rapport, trust and friendship with customers to the benefit of both myself, to grow my business further and to best help my clients feel that they were investing their time and money wisely in someone who had their best interests at heart. I later moved into managing fitness facilities as outlined in my experience below which gave me a much greater insight into the relationship customers have not just with the staff member they are received by, but with the business itself. I became more aware of brand power, the importance of outreach and support to customers and clients and the necessity to adapt to customers as the market changes and shifts in new directions. Although my experience has been isolated to a specific industry, I feel that the experience I have gained in these roles will stand to me in other industries and hope to be able to put them into practice and learn new skills along the way.

Related Skills & Abilities

CUSTOMER SERVICE

The fitness industry is one which revolves around creating a positive, memorable and empowering experience for customers to ensure that with each interaction, they feel that their experience has improved their day and they become a bigger supporter of your business. My personal training experience helped me build my confidence in face-to-face customer service whilst my managerial experience let me experience the other side of customer service and support through phone, email and digital outreach.

SALES

For both my positions in management and in running my own personal training business it was crucial to be comfortable in selling both our brand and our product. Taking pride and responsibility in the products I sold made it more satisfying to work in a sales-oriented environment and gave me confidence in my abilities allowing for a better customer journey into a venture.

MANAGEMENT

I now have over 5 years of experience in managing businesses and teams of various sizes, backgrounds and skillsets which has allowed me to learn more about business models, how individuals learn and develop differently and the importance of being adaptable to both business and people.

Employment History

- GYM, MARKETING AND CONTENT MANAGER | [SUTTON LAWN TENNIS CLUB](#) | NOV 2020 – OCT 2021
- OPERATIONS MANAGER | [WEST WOOD CLUB CLONTARF](#) | JULY 2019 – JULY 2020
- GENERAL MANAGER | [ANYTIME FITNESS VANCOUVER](#) | NOV 2018 – MAY 2019
- AREA MANAGER | [ANYTIME FITNESS MELBOURNE](#) | DEC 2017 – SEPT 2018
- GENERAL MANAGER | [ANYTIME FITNESS MELBOURNE](#) | APRIL 2016 – DEC 2017

References

Srdjan Kistic, General Manager, Sutton Lawn Tennis Club. Ph: 083 051 2374 E: srdjan,kisic@suttonltn.com