

# Steven Machin

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## Professional Summary

Results-driven operations leader with over 10 years of experience managing youth programming, aquatics departments, safety compliance, and business operations. Proven record of improving performance metrics, building high-performing teams, and leading departmental turnarounds—including taking a struggling Aquatics department from the bottom 50 to top 10 in national rankings. Recently earned a Full Stack Developer Certificate through a six-month immersive bootcamp at Northwestern, covering two years of development content. Excited to apply both leadership and technical skills in project finance or full stack developer roles.

## Professional Experience

### **Supervisor, Kids Academy & Aquatics – Life Time**

Chicago, IL | August 2023 – Present

- Lead operations across two departments, managing schedules, event planning, certification tracking, and frontline team leadership.
- Coordinate with members regarding schedule changes, safety concerns, and service updates.
- Drive growth by tracking KPIs, identifying improvement opportunities, and supporting department strategy.

### **Aquatics Department Lead – Life Time**

Chicago, IL | May 2021 – August 2023

- Directed all financial, staffing, and programming operations for the Aquatics department.
- Improved connectivity ranking from bottom 50 to top 10 company-wide.
- Led internal audits, maintained compliance, and managed team performance initiatives.

### **Assistant Manager / Aquatics Supervisor – Life Time**

Canton, MI → Chicago, IL | April 2018 – May 2021

- Recruited and relocated to help launch a new club in Chicago; promoted to Assistant Manager within the first year.
- Oversaw swim programming, hiring, payroll, and training.
- Sent to a failing Boston club in 2019 and successfully led staff recovery and operations stabilization.

### **Aquatics Supervisor – Goldfish Swim School**

Ann Arbor, MI | February 2012 – April 2018

- Supervised swim instruction, safety protocols, and staff training.
- Built strong relationships with parents and maintained program efficiency.

### **Lifeguard – Liberty Athletic Club**

Ann Arbor, MI | March 2008 – May 2012

- Maintained pool safety and responded to emergencies in a high-traffic fitness environment.
- Assisted with swim lesson support and provided outstanding member service.

### **Education**

- Full Stack Developer Certificate – Completed January 2024 | Northwestern University, Chicago, IL
- Associate of Arts – Washtenaw County Community College, MI | 2012–2014
- Psychology Studies – Ashland University, OH | 2010–2012

### **Certifications**

- CPR (Current)
- Certified Pool Operator (CFO)
- Aquatic Facility Operator (AFO)
- Lifeguard Instructor (LGI)

### **Skills**

- Project Coordination & Department Oversight
- Financial Tracking & Compliance
- Schedule & Certification Management
- KPI Monitoring & Reporting
- Microsoft Excel, Google Sheets, CRM Tools
- Event & Program Planning
- Operational Turnaround Leadership
- Staff Training & Communication
- JavaScript (ES6+), Python, Node.js, Express.js
- React.js, MySQL, Sequelize, MongoDB, Mongoose
- RESTful APIs, JSON, AJAX, Git, GitHub, CLI, VS Code
- HTML5, CSS3, Flexbox, Bootstrap, Tailwind
- Postman, Heroku, Netlify

### **Achievements**

- Promoted twice within one year of joining Life Time
- Raised department from bottom 50 to top 10 in national performance rankings
- Led successful club turnaround operation in Boston
- Completed Full Stack Developer certificate while maintaining supervisor role