

ALLISON NAULT

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Summary

A highly motivated team leader with 2 years of professional sales experience in the fitness industry. A top performer able to leverage Hubspot CRM tools to increase productivity, ensure quality standards, and implement best practices. Experienced in overseeing multiple departments, training staff, and developing team members.

Technical Skills

JavaScript, CSS, HTML, SQL, NoSQL, GitHub, MongoDB, MySQL, Express, Node, Handlebars, JQuery, Bootstrap

Other Skills

- Customer service and sales
- Managing multiple departments
- 2 years CRM experience
- Payroll processing
- Employee training and development
- Sales and outreach management
- Client account management
- Scheduling

Projects

Experience

02/2020 - 01/2023	Regional Operations Manager
Brooklyn Boulders	Full Time
Chicago, IL	April 2022 - January 2023

- Supported product growth by ensuring programs, classes and other offerings were properly staffed and scheduled
- Oversaw group fitness & personal training, climbing programs, youth programs, retail, customer experience, and front desk operations for two Chicago Facilities.
- Prepared and submitted bi-weekly payroll for two facilities (~84 employees).
- Facilitated monthly staff scheduling at two facilities to ensure maximum efficiency and productivity of all team members.
- Directly managed and supported the Customer Experience Team responsible for responding to online service requests.

Lead Community Advisor

Full Time

January 2021 - April 2022

- Built a collaborative sales team culture with a focus on training, coaching, and implementing best practices to unleash potential of sales representatives to maximize results.
- Created workflows and automations within Hubspot CRM to improve guest traffic management and membership sales
- Increased national membership base ~3x to 10k active members between April 1 - September 2021, achieving best sales months ever in company history in Q2 of 2021.

Community Advisor

Full Time

August 2020 - January 2021

- Leader in membership sales, averaging 30+ sales/ month
- Proficient in using Hubspot CRM for sales outreach and lead management

Front Desk Operations

Full Time

February 2020 - August 2020

- Implemented stringent COVID-19 safety protocols, delivering 40,000+ unique guest check ins in 2H 2020 without any reported virus transmission within facilities.
- Provided customer service to guests and members, including

check-ins, facility orientations, retail POS, and COVID screenings

- Opening and closing procedures
- Helped with Facility cleanliness
- Climbing instruction and personal coaching

07/2012 - 02/2020
Beadniks Chicago
Chicago, IL

Retail Store Manager

Full Time

- Managed store appearance, including merchandising and displays, signage, decorations and cleaning.
- Delivered excellent customer service by greeting and assisting each customer.
- Shared product knowledge with customers while making personal recommendations.
- Updated and edited store website.
- Interviewed, supervised and trained employees.
- Oversaw inventory management.
- Stocked and restocked inventory when shipments were received.
- Instructed workshops on jewelry making techniques.
- Constructed custom jewelry designs for customers and the store.
- Worked closely with jewelry designers to fabricate their designs.
- Oversaw daily cash register operations.
- Went on buying trips to bead and gemstone conventions.

08/2011 - 05/2012
After School
Matters
Chicago, IL

Co- Instructor

Part Time

- Worked with high school students to create a multi-media, mosaic mural for George Washington High School.
- Taught basic design, mosaic, painting and sculpture techniques.
- Oversaw fabrication and installation of the mural.

06/2011 - 08/2011 **Assistant Instructor**

Chicago Public Art Part Time

Group

Chicago, IL

- Worked in partnership with After School Matters to create Aqua Interlude and Reflection, a 1,500-square-foot mosaic for the city of Chicago located in the Columbus Drive underpass to the Museum Campus.
- Aided lead artists in teaching students how to cut and set mosaic tiles.
- Assisted in the installation of the mosaic.

Education and Training

2023

Chicago, IL

Certificate in Full Stack Web Development

Northwestern University & edEx

2011

Elmhurst, IL

Bachelor of Fine Arts in Sculpture and Printmaking

Elmhurst College