

## Erica Fagioli

Phone: (617) 320-8514 | [efagioli01@gmail.com](mailto:efagioli01@gmail.com) | Fort Myers, FL 33931  
[linkedin](#) | [Portfolio](#) | [Github](#)

Dynamic self-motivated and results orientated professional who is committed to professionalism, highly organized and I can work well on my own initiative and can demonstrate the high levels of motivation required to meet the highest of deadlines. Excellent written and verbal communication skills with the ability to communicate with a diverse number of people. I am quick to grasp new ideas and concepts, and to develop innovative and creative solutions to problems.

## TECHNICAL SKILLS

**Languages:** HTML, CSS, JavaScript

**Tools:** Express, React, Node.js, Handlebars, Responsive Design, JQuery, Bootstrap, Foundation

**Applications:** GitHub, GIT, MongoDB, MySQL

## COURSEWORK

- Human resource management
- Leadership in management
- Employee training and development
- Operations and logistics management
- Business policy and strategy
- Employment law for business
- Business law

## PROFESSIONAL EXPERIENCE

### FITNESS INTERNATIONAL / LA FITNESS

#### Operations Manager

*February 2020 - present*

- Promote a welcoming as well as professional atmosphere
- Recruit, train, onboard, and supervise staff
- Achieve desired revenue goals
- Ensure team tracks daily leads and EFT drop
- Schedule, oversee clock in's, process time off requests
- Ensure all operations are carried out in an appropriate, cost-effective way
- Manage operational management and guest tracking systems
- Hold monthly safety meetings
- Ensure all promotions, updates, and offerings are communicated through each department
- Conduct weekly inspection of the club, and submit findings
- Conduct monthly safety, security, and cyber security audit checks
- Purchase materials, plan inventory and oversee warehouse and facility efficiency
- Order janitorial and office supplies
- Formulate strategic and operational objectives
- Manage budgets and forecasts
- Coordinate and schedule work orders through multiple vendors and corporate management

**Power Performance Fitness  
Customer Service Manager**

*August 2018-February 2020*

- Recruit, train, and supervise staff
- Ensure that staff has a high knowledge about the club's programs, facilities, and equipment
- Prepare weekly schedules and work assignments
- Enhance profitability by organizing and delivering an appropriate range of fitness activities and promotions
- Promote and market the business
- Achieve desired revenue goals through leadership and motivation of employees
- Ensure gym facility and equipment is maintained and kept in good working condition
- Monitor and control expenses within allotted budget
- Conduct weekly inspection of the club, and submit findings
- Resolve member complaints in an expeditious and tactful manner following club procedure and documentation
- Hold weekly and or monthly team meetings
- Ensure all operations are carried out in an appropriate, cost-effective way

**CAMERON PRESTIGE LLC  
Realtor**

*September 2018- June 2019*

- Develop leads
- Develop networks and cooperate with lenders, inspectors, attorneys, and contractors
- Deliver outstanding customer service
- Provide guidance and assist sellers and buyers in marketing as well as purchasing property
- Determine client's needs and financial abilities to propose solutions that suit the client
- Perform comparative market analysis to estimate property values
- Draft and prepare offers and paperwork

**BIG NIGHT ENTERTAINMENT GROUP BOSTON, MA  
Reservations Specialist/Admin Assistant**

*December 2017-June 2019*

- Answer online and telephone inquiries
- Answer customer inquiries, providing professional assistance to potential and existing guests on every call
- Schedule reservations for different venues by inputting all check in and check-out times into the reservation system
- Provide administrative support -scanning, mailing, faxing, copying, filing for all venues
- Recruit staff for multiple positions for each venue
- Set up training activities and locations
- Schedule and set up interviews
- Operate multiple computer applications accurately and effectively
- Accurately input all data required to complete transactions
- Strictly adhere to office policies and procedures, especially regarding confidentiality

**ROSARIA STEAKHOUSE/J PACE AND SON SAUGUS, MA**  
**Assistant General Manager**

*October 2014- November 2017*

- Recruit, train, supervise staff
- Schedule, oversee clock in's, process time off requests
- Process payroll
- Provide administrative and clerical support -mailing, scanning, faxing, copying, filing
- Assist with Record/ Bookkeeping
- Conduct new employees' proper on-boarding
- Answer phone calls, take messages, and direct calls
- Purchase materials, plan inventory and oversee facility efficiency
- Oversee daily operations
- Strictly adhere to office policies and procedures, especially regarding confidentiality

**EDUCATION**

**SALEM STATE UNIVERSITY**  
**Bachelor of Business Administration**  
**Concentration: Human Resource Management**

*January 2018*

**UNH FULL STACK CODING BOOTCAMP**  
**Certificate of Completion**

*August 2021*