# GURSHARAN SINGH

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Senior level Professional: Client Relationship Management / Operations Management

Preferred Industry: Sport / Healthcare / Hospitality

Location Preference: UAE / Middle East / Asia

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| --- | --- |
| SKILL SET | PROFILE SNAPSHOT |
| Strategy Planning  Budgeting / P&L Management  Operations Management  Client Relationship Management  Conflict / Resolution Management  Training & Development  Cost & People Optimization  People Management | • CPR and First Aid Certified professional with 10 years of experience  • Fitness Equipment Expertise skilled in SPA and Wellbeing Concepts  • Acknowledgment received for managing the fitness club skillfully and securing promotion for the same  • Abilities in coordinating with internal/external customers for running successful business operations and experience of implementing procedures and service standards for business excellence  • Excellence in ensuring delivery of high quality services to support customer's business needs & achieving continued high customer satisfaction from all operational users for services  • Hands-on in framing work direction and plan for the associates, discussing strategies and customer issues logged with the client in the weekly conference call and issue action items around them  • Track record of setting up targets, SOP & SLA, setting and maintaining CTQ (Critical to Quality) / CTP (Critical to Process) targets and involved in planning for the process  • Prudent, disciplined & self-motivated with excellent planning, communication & leadership skills with proven abilities in team management and customer relationship management |

# EMPLOYMENT DETAILS

## Since Jul’14: Fitness Gym, Dubai, UAE as Fitness General Manager

Key Result Areas:

• Spearheading the entire gamut of gym operations and maintaining the operational budget

• Instrumental in designing and promoting activities to meet customer demand and generate revenue

• Advertising and promoting the club to increase usage, which may include commissioning and considering market research

• Delivering some fitness training or coaching in sports activities - often a good way of maintaining contact with customers

• Using advanced management information (e.g. footfall, popularity of classes by hour) to improve provision and timetables and cope with fluctuations in demand

# OTHER COURSES

• Alison Certified in Personal Fitness and Health, UAE in 2015

• Emergency First Aid & Incident Management Course from Health and Safety Solution, UAE in 2012

# ACADEMIC DETAILS

• BBA (Hotel Management) from Parnell University, USA (Distance Education) in 2010

# PERSONAL DETAILS

Date of Birth: 5th July 1983

Nationality: Indian

Driving License Details: UAE

Address: Bldg 222, Apt. 908, Dubai, UAE

Languages Known English and Hindi