

SOPHIE LUEHMANN

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Technical Skills

- Customer service
- Interpersonal skills
- Memorization
- Problem solving
- Multi-tasking
- Outgoing and friendly personality
- Attention to detail
- Time management/efficiency
- Patient when faced with complaints
- Stamina/ability to work long shifts

Work Experience

Sales Associate at Orangetheory Fitness: 2018 - present

- Conduct telephone inquiries and customer care calls.
- Make sure that each member is personally greeted promptly and enthusiastically to create a welcoming environment and cultivate a community amongst staff and members.
- Ensure members and potential members have a positive experience and reconcile client concerns
- Lead on-boarding process for prospects and drive sales by implementing strategic sales approaches.
- Contribute to cleanliness of studio and workout equipment.

Columbia Athletic Club Receptionist and Swim Instructor: 2018 - 2019

- Kept record of all guests and members coming to the gym
- Handled all incoming calls, answered any inquiries made, and resolved any customer complaints
- Determined each clients swimming ability and created a lesson plan based on their goals
- Monitored swimmers and provided additional/extra assistance as needed
- Evaluated swimmers performance and provided feedback on how to improve their skills

Victoria's Secret & Pink Sales Associate: 2017 - 2018

- Memorized all sales and promotions for each day
- Greeted customers to determine what they were interested in purchasing and assisted them while providing product knowledge and recommendations
- Strived to achieve individual sales goals and worked with associates to achieve the store's sale plan

Education

ACT Score: 34

California Polytechnic State University: San Luis Obispo, California

2016 - 2018

Biological Sciences Major

Undergraduate Degree

University of Washington: Seattle, Washington

2019 - Present

Computer Science - Full Stack Web Development

Professional and Continuing Education Program

