**Operations Manager Resume Sample**

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A financially savvy, customer experience-oriented Operations Manager with a passion for health and fitness. Over 6 years of experience in the fitness industry, with a focus in corporate policy and process efficiency. Committed to promoting the highest standards and company values.

# Professional Experience

## GOld’s Gym, Preston Center, Dallas, Texas

## Operations Manager, October 2013 – Present

* Reduced operating budget waste by 2.5% year-over-year for the past 2 years through new inventory management system
* Implemented new staff training process, incentive program, and career advancement initiatives to identify, coach, and support high performers & management trainees
* Streamlined business outreach and re-engagement of lost customers in coordination with the Marketing department
* Uphold the highest standards of club cleanliness and staff conduct while reducing staff turnover by 22%

## Gold’s Gym, Preston Center, Dallas, Texas

## Sales Manager, June 2011 – September 2013

* Managed a sales team of 8 sales staff, later expanding to 12
* Responsible for team performance, scheduling, & event organization
* Oversaw club cleanliness staff & member conduct

## 24 Hour fitness, 7th Street, Sacramento, California

## Fitness Advisor, April 2010 – May 2011

* Achieved highest new member sign-ups for 24 hour Fitness clubs in Sacramento
* Introduced, onboarded, and built relationships with members
* Developed and nurtured new business leads in the community

# Education

## Bachelor of Science, Business Administration, Nevada State College, 2010

* Minor in Accounting
* Chairman, Budget & Finance Board, Nevada State Student Association (NSSA)
* Worked administration at campus fitness club & pool

# Additional Skills & Certifications

* Six Sigma Yellow Belt
* Certified Personal Trainer, ACE, 2011-Present
* CPR & First Aid Certified (American Red Cross) 2010 - Present
* Languages – English (Native), Spanish (Bilingual)