

Curriculum Vitae

Female

D.O.B. 30 March 1981

Number of years working in industry: 11 years 3 months

Candidate ID Number: 42191

Nationality: British

Language Skills:

Fluent: English

Basic: Spanish, French

Permitted to work in: UK - United Kingdom

Position Sought: Assistant Manager, Fitness Professional, Yoga / Pilates Teacher, Membership Sales Professional

Personal Statement

My best qualities would be my passionate and positive outlook - I love Life!

I love to spread happiness and uplift people through my actions and words.

My strengths are I am a people person, I care genuinely about others and take my time in getting to know what people want and delivering that to the best of my ability.

I am highly adaptable to my surroundings and have cultered a very liberal and open minded view of the World.

My life goals at present are to consciously expand through new experiences and environments. I am committed to developing the highest relations with others through new projects that peak my interest. I thrive in challenging roles and am happiest in delivering high customer satisfaction in a very professional yet personable way. I look forward to aligning with a company that sees the potential I have to offer.

Seeking work in national and international locations

Employment History:

October 2015 - March 2016 - Fitness Professional at (most recent employer hidden for confidentiality) singapore, Singapore, (Health Club)

Duties included:

I was recruited to work as General Manager for a new Personal Training & Physiotherapy Studio as part of the UFIT Singapore Group that I was employed with. My role was to create a warm, friendly, professional and inspiring atmosphere, ensuring customer care was of the highest standard at all times. I was the main point of contact for all clientel enquiries and concerns. One of my main duties and strengths was that of sales and retention of clients. This I thoroughly enjoyed, having a very customer focused role enabled me to push the new business forward and generate many new leads for the team of coaches I led. I liased with Directors of the company to create new strategies and marketing campaigns to develop awareness of the Company, including social media advertising. We also organised and implemented workshops and seminars within the club covering health and nutrition topics.

Career Break - Traveling

August 2014 - March 2016 - Fitness Professional at UFIT , Singapore, Singapore, (Health Club)

Duties included:

I was recruited to Singapore by UFIT to help open a new outdoor CrossFit facility as part of their group. My role was as Community Manager and Coach which I immensely enjoyed. I was involved with the conception and building of the business and my role as Community Manager was to create a large, strong membership of locals and Internationals. My

duties included overseeing all sales both membership and products. We created a Reebok store and were stockists of clothing and accessories, this included stock control and monitoring. I created monthly social events and designed a calendar for social media promotions. I was first point of contact for all membership enquiries and after sales care. I dealt with all administration and day to day business management, financial and banking systems. As a Coach I had the pleasure of designing strength & conditioning programs and teaching a variety of members in a group training environment. I lead introduction and foundation courses as pre-requisites for membership and helped train hundreds of people to become the fittest, strongest and fastest they could be.

December 2013 - June 2014 - Fitness Professional at Caparo Group - The Osborne Hotel, English Riviera, UK - United Kingdom, (Hotel Spa)

Duties included:

I was employed as Health Club Manager at a Four Star hotel on the beautiful south coast of Devon. I was given the onus of taking the health club forward in terms of increasing revenue through implementing various new concepts. This included implementing fitness classes, creating a spa treatment area and liaising with the Chef to implement healthy eating options for guests and members. The club had a busy local membership base and I helped to develop new systems and procedures to ensure maximum retention and new sign ups. I was in charge of the day to day operations of a large gymnasium, indoor and outdoor swimming pool, sauna and tennis courts. I created a new health and safety manual and ran regular team meetings, designed rotas, controlled budgets and was a duty manager for the Hotel.

May 2012 - December 2013 - Fitness Professional at Evolve, Cornwall, UK - United Kingdom, (Home/Mobile)

Duties included:

I set up along with my partner a boutique fitness and well-being company based in Cornwall, UK. We specialised in running beach boot camps, fitness classes and one to one personalised training. I organised and taught various one day boot-camps that focused on detoxing and involved H.I.I.T, Yoga, Pilates, assisted stretching and nutritional advice. I also offered nutritional therapy, weight management and holistic lifestyle advice.

February 2011 - August 2012 - Fitness Professional at Fuzion , Cornwall, UK - United Kingdom, (Health Club)

Duties included:

For 18 months I had the pleasure of Managing Fuzion, a Women's Fitness and Vibration Training Centre. My responsibilities were to increase revenue through membership & retail sales. I wrote and taught fitness programs, personal training, offered nutritional advice to clients and specialised in vibrational training. I was extremely hands on in helping to develop the business and take it forward in terms of public relations and providing the highest possible customer care, to make it an extremely personable experience for the clientele, which directly resulted in a high retention rate and increased revenue. I wrote a monthly membership newsletter and ran regular fitness and charity challenges to inspire. I dealt with Direct Debits and finance management and used creative ideas to constantly keep the customers and team motivated and interested.

Career Break - Traveling

February 2010 - October 2010 - Spa Manager at The Cornwall Hotel, Spa & Estate, Cornwall, (5 Star Hotel Spa)

Duties included:

I was employed as The Spa & Leisure Manager and along with the team I was responsible for the opening and managing of The Clearing Spa in a stunning new multi-million pound Four Star hotel in Cornwall. I implemented and set up procedures and policies for membership sales, internal guests and visitors to the spa and hotel. My main duties included show rounds, enquiries and sales through in house, telephone and email/website visits. I was responsible for the day to day running of a swimming pool, sauna, steam room, Technogym fitness suite, tennis courts, reception, juice bar and beauty treatment rooms. I worked with sales and marketing to promote the business through different modes of advertising and events. I generated reports, worked to budgets, wrote P&L sheets, wrote an extensive H&S document and implemented stock control and internal auditing. Our aim was to provide very high levels of customer care and service whilst generating revenue through sales and memberships. Our aim to to sell 100 exclusive memberships to the Spa within the first Year of opening and this we did within seven Months. We actively promoted personal training and personalised exercise programmes. I oversaw the spa and beauty therapists and worked closely with Aromatherapy Associates with whom we had an exclusivity contract to be the only stockists in Cornwall. Duties included the training and supervision of a large team, helping to train, motivate and inspire them to be their best.

Products worked with:

The Aromatherapy Associates and The Refinery for Men

July 2009 - February 2010 - Fitness Professional at The Links Golf & Leisure Estate, East Yorkshire, UK - United Kingdom, (Health Club)

Duties included:

My role as Health Club Manager was to optimise the potential of this new club and facilities whilst providing a first class service to all clients. This involved; marketing and advertising internally and externally of the fitness suite and services available. Overseeing all membership sales (membership increased from 100 to 320 members). Designing and promoting of activities to meet customer demand, increase usage and generate revenue. Implementing training and supervision of team members, including rotas, wages and team meetings. Maintaining high levels of customer care and member retention. Implementing personal training and individual exercise programs along with healthy lifestyle and nutritional advice.

Career Break - Traveling

March 2002 - April 2007 - Fitness Professional at Bourne Leisure LTD, Various Locations, UK - United Kingdom, (Health Club)

Duties included:

I worked my way up through being a sports coach for kids to a supervisory level over the Years I worked for Bourne Leisure in various locations across the UK. I helped to assist the Managers with the day to day running of the leisure facilities; including multiple swimming pools, indoor and outdoor sports courts, various activities, bookings and coaching of sports. Assisting with recruiting and training large teams, preparing rotas, timesheets and all administration. Advertising and preparing material for holiday guests on a weekly basis, dealing with two thousand guests on a daily basis, including complaints and enquiries. My time with Bourne Leisure proved a great foundation for me. I learnt how a multi-million pound business operated and it provided me with invaluable experience in customer care and business acumen.

Education and Qualifications:

2017 Life Studies

- Certificate
- Yoga Instructor

2014 School of Natural Health Studies

- Diploma
- Health and Nutrition

2014 CrossFit HQ, Perth, Australia

- Level one Certificate
- CrossFit Coach

2012 Life Studies

- Diploma
- Angel Therapy

2011 Usui , UK

- 1st Degree
- Reiki Healer

2006 Australian Institute of Fitness Spain

- Certificates 2/3/4
- Master Trainer
- Personal Trainer
- Gym Instructor

2002 Locomotivation, UK

NVQ Level 2

Sport and Recreation

2000 Yorkshire Coast College

BTEC National Diploma

Sports Science

1997 Filey Secondary School

8 GCSE gained A-C

Science

Business Studies

English Language

English Literature

French Language

Geography

History

Mathematics

Hobbies and Interests

I love to travel and explore new horizons, walking in nature and surrounded by beauty makes me happy. I love all things holistic and spiritual based, reading as much as I can about various healing modalities. Raw foods and plant based living is another passion of mine. I like to be creative and design my interiors with colour.

CV created at www.spastaff.com

