

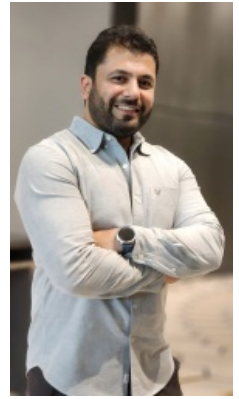
Curriculum Vitae

Male

D.O.B. 02 January 1988

Number of years working in industry:

8 years 1 month



Candidate ID Number: 47630

Nationality: Egyptian

Language Skills:

Fluent: English, Arabic

Permitted to work in: Saudi Arabia, Egypt

Position Sought: Regional Senior Manager, Spa Manager, Fitness Professional, Regional Operations Manager

Personal Statement

highly skilled leader with expertise in operations management, team building, and delivering exceptional member experiences. My current life goals include advancing in senior management roles within the fitness and recreation industry, enhancing my leadership capabilities, and driving impactful organizational growth.

Employment History:

January 2018 - Present - Fitness Professional at (most recent employer hidden for confidentiality) Abqaiq, Saudi Arabia, (Product Company)

Duties included:

Program Development & Management

The Recreation Manager designs and supervises a diverse array of recreational programs, including sports leagues, fitness classes, workshops, camps, and special events. Regular assessment of community needs allows for adjustments to keep offerings fresh and relevant.

Facility Operations

A key responsibility is overseeing the operation and maintenance of recreational facilities. The Recreation Manager ensures safety, cleanliness, and accessibility, working with maintenance teams for timely repairs and upgrades. Compliance with health and safety regulations is paramount.

Financial Management

The role involves budget preparation and financial oversight. The Recreation Manager manages budgets, sets program fees, and tracks expenses to meet financial targets. They generate reports to evaluate program performance and make adjustments.

Staff Leadership & Development

Hiring, training, and supervising staff, including fitness instructors, is essential. The Recreation Manager conducts performance reviews and provides feedback to promote staff development. Fostering a positive work environment aligned with organizational values is a priority.

Customer Service & Community Engagement

Delivering excellent customer service is vital, as the Recreation Manager serves as the main contact for participants. They address inquiries and complaints to ensure a positive experience. Engaging with the community promotes recreational programs and facilities.

Marketing & Promotion

The Recreation Manager develops strategies to promote programs through social media, newsletters, and local advertising. Analyzing participation data helps refine marketing efforts for maximum outreach.

Administration & Reporting

Maintaining accurate records of attendance and financials is essential. The Recreation Manager prepares reports on program performance and facility usage, presenting findings to upper management.

Products worked with:

n/a

October 2021 - Present - Regional Senior Manager at Puregym Middle East, Eastern province , Saudi Arabia, (Health Club)

Duties included:

As a key leader in the club, I ensure seamless daily operations, focusing on facility cleanliness, equipment maintenance, and health and safety compliance. I regularly review club standards, collaborate with vendors, and uphold a welcoming and safe environment for members. My role includes monitoring key performance indicators (KPIs) like membership sales, retention rates, and customer satisfaction, using data-driven decisions to optimize performance.

Member Services and Retention:

A core responsibility is overseeing member services across the region. I address and resolve member concerns promptly, implement retention strategies, and consistently achieve an NPS of 30% with member satisfaction at 85%. Leveraging the 8-step sales process, I excel in engaging with members, fostering loyalty, and converting leads effectively.

Financial Management:

I manage the club’s financial health by preparing budgets, controlling costs, and driving revenue growth. Through strategic financial analysis, I ensure expenditure optimization while delivering quality services and maintaining profitability.

Sales & Marketing Initiatives:

I play a vital role in membership growth, collaborating with the marketing team to execute local campaigns, social media promotions, and community outreach. These initiatives enhance the club’s visibility and strengthen its member base, fostering a sense of community.

Team Leadership:

Leading a team of fitness coaches, personal trainers, and support staff, I oversee recruitment, training, and development. I cultivate a positive work culture, conduct performance reviews, and motivate my team to deliver exceptional service, aligning with PureGym’s mission.

Member Experience:

I prioritize creating an exceptional member experience by addressing feedback, managing complaints, and initiating programs that keep members engaged and satisfied. My focus is on building a welcoming environment that inspires long-term member retention and loyalty.

Products worked with:

n/a

Education and Qualifications:

2024 Mansoura university Royal Business College Of the united kingdom

American council on exercise personal trainer

Sports Science

Master Of Business Administration

2024 RP college Of the united kingdom

2011 Mansoura university

Vocational Qualifications

First aid

CBR

.and computer skills

Hobbies and Interests

reading hiking cycling

CV created at www.spastaff.com

