

MARY GARCIA

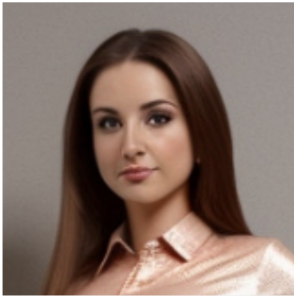


COMMERCIAL GYM FRONT DESK SPECIALIST

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Energetic and customer-focused professional with over 3 years of experience in fitness center operations. Seeking a Front Desk Specialist position at a leading commercial gym where my skills in customer service, membership management, and sales can contribute to an exceptional member experience.

EXPERIENCE

June 2022 - Now

FitLife Gym / United States, Tampa, FL

Front Desk Associate

- Greet and assist clients, providing a positive and welcoming environment.
- Manage membership registrations, renewals, and cancellations.
- Answer phones, handle inquiries, and resolve guest issues efficiently.
- Promote and sell personal training packages, group classes, and gym merchandise, achieving a 20% increase in sales.

January 2021 - May 2022

Active Wellness Center / United States, Tampa, FL

Customer Service Representative

- Provided excellent customer service by addressing member concerns, processing transactions, and maintaining up-to-date records.
- Assisted with onboarding new members and provided tours of the facility.
- Supported the marketing team in promoting gym events and special offers through social media and email campaigns.
- Conducted inventory checks and managed supply orders for the front desk.

EDUCATION

May 2014 - May 2018

Hillsborough Community College / United States, Tampa, FL

Associate Degree in Business Administration

SKILLS

Proficient in gym management software (e.g., MindBody, ClubReady)

Expert

Strong sales and customer service skills

Expert

Excellent communication and interpersonal abilities

Expert

Ability to handle high-pressure situations and resolve conflicts

Expert

Organizational skills with attention
to detail

Expert
