

Hyun Ahmed

Shift Lead, Fitness Club Operations

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📍 Pleasanton, CA 94566

STRENGTHS

- 🗣️ **Calm conflict resolution**
A frustrated member once needed more than a quick answer. Listening first helped clarify options and restore trust.
- 👥 **Practical team coaching**
New associates gained confidence through short service scenarios, payment practice, and clear feedback during live shift routines.
- 📅 **Reliable shift organization**
Before busy openings, attendance and coverage checks helped keep check in, retail, and cleaning work moving smoothly.
- ✅ **Facility care**
Regular walks caught stocked area and maintenance concerns early, giving members a cleaner, safer place to train.
- 📄 **Careful transaction handling**
Payment details received close attention during peak traffic, protecting member information and supporting accurate retail service.

SKILLS

Customer service

Interpersonal communication

Active listening Empathy

Problem solving Supervision

Training Task delegation

Organization Conflict management

Sound judgment Shift leadership

Fitness operations

Attendance monitoring

Retail transactions

SUMMARY

Fitness club operations professional with six years guiding customer facing shifts, coaching frontline teams, and keeping busy facilities safe, clean, and welcoming. Progressed from member services into shift leadership through dependable scheduling, attendance oversight, task delegation, conflict resolution, training, and daily operating support. Balances member needs with team priorities during high traffic periods, using **active listening**, empathy, sound judgment, and practical **problem solving**. Protects sensitive member information, follows **PCI aligned payment practices**, supports retail sales, and reinforces health and **safety standards**. Hands on experience includes floor coverage, facility inspections, stocking, cleaning follow up, maintenance reporting, and employee feedback. Brings steady communication and thoughtful supervision that can support reliable service, confident coworkers, accurate transactions, and a positive member experience.

EXPERIENCE

Shift Supervisor, Fitness Club Operations

HarborPoint Fitness 📅 July 2024 - Present 📍 Pleasanton, CA

Leads daily floor coverage, front desk service, cleaning routines, retail activity, and member support across busy operating periods. Coaches employees, adjusts staffing, protects sensitive records, and keeps facility standards visible through hands on oversight.

- Assigned front desk, cleaning, and member service coverage around staffing levels and employee strengths.
- Reviewed **attendance** and schedule changes before shifts, preserving reliable check in and retail coverage.
- Coached employees through service scenarios, payment procedures, cleaning standards, and escalation practices.
- Resolved peak period membership **conflicts** through **active listening**, clear explanations, and practical options.
- Completed recurring walkthroughs, identified maintenance concerns, and kept **member areas** stocked and orderly.
- Verified **retail transactions**, reinforced PCI aligned payment handling, and protected **sensitive member records**.

Member Services Lead, Front Desk Operations

East Bay Wellness Center 📅 May 2022 - June 2024 📍 Dublin, CA

Coordinated rotating front desk coverage and facility support while training associates in service, transactions, information security, and safe cleaning. Served as an escalation point for member concerns and helped supervisors maintain dependable staffing and orderly club conditions.

- Coordinated front desk and facility assignments around employee training and expected member traffic.
- Tracked **tardiness**, absences, and **time off** requests, maintaining dependable coverage for supervisors.
- Trained associates on check in workflows, customer communication, retail procedures, and **information security**.
- Handled escalated member concerns by defining issues, weighing options, and seeking **management guidance**.
- Inspected public areas, followed **cleaning** needs, and reported maintenance items before normal use suffered.
- Supported **point of sale accuracy**, daily sales priorities, secure payments, and member information practices.

Member Services Associate, Recreation Operations

Tri-Valley Recreation Center 📅 October 2020 - April 2022 📍 San Ramon, CA

Supported member check ins, account service, retail payments, facility readiness, and routine issue resolution in a fast moving recreation setting. Shifted between front desk, stocking, cleaning, and **safety** tasks as traffic and operating needs changed.

LANGUAGES

English	Native
Spanish	Intermediate

MY CAREER



- Shift Supervisor, Fitness Club Operations at HarborPoint Fitness (2.2 Years)
- Member Services Lead, Front Desk Operations at East Bay Wellness Center (2.1 Years)
- Member Services Associate, Recreation Operations at Tri-Valley Recreation Center (1.5 Years)

- Managed member check ins and service questions during busy recreation periods with an approachable presence.
- Processed retail purchases and account payments, reconciling details through careful card handling procedures.
- Organized member documentation and protected **sensitive information** during routine account updates.
- Performed facility walks, restocked supplies, cleaned shared areas, and reported maintenance concerns.
- Addressed routine complaints by identifying needs, explaining solutions, and escalating unusual situations.
- Supported traffic surges by shifting among front desk, **stocking**, and cleaning priorities safely.

LEADERSHIP & AWARDS

- Selected as a dependable shift resource for steady coverage decisions and calm member service during peak periods.
- Recognized by supervisors for consistent facility readiness, careful transaction handling, and practical coaching of newer associates.
- Advanced from member services associate into shift leadership through sustained performance in customer care and daily operations.

EDUCATION

Associate of Science in Business Administration

Las Positas College 🎓 GPA: 3.5 📅 2020 📍 Livermore, CA

Coursework: Business communication, supervision, organizational behavior, customer relations

CERTIFICATIONS

- American Red Cross Adult and Pediatric First Aid/CPR/AED 📅 2025
- PCI Payment Card Security Training 📅 2025

TECHNICAL SKILLS

- **Customer Service:** Member support, service recovery, complaint handling
- **Shift Operations:** Floor coverage, opening routines, closing routines
- **Scheduling Systems:** Shift scheduling, attendance tracking, time off requests
- **Supervision Tools:** Task assignment, performance feedback, employee coaching
- **Training Methods:** New hire training, service scenarios, procedure demonstrations
- **Payment Systems:** Point of sale, retail transactions, card handling
- **Payment Security:** PCI requirements, payment privacy, transaction accuracy
- **Information Security:** Sensitive records, member documents, access control
- **Facility Operations:** Club cleanliness, stocking, maintenance reporting
- **Safety Practices:** Health standards, cleaning products, protective equipment

PROFESSIONAL AFFILIATIONS

- Fitness and recreation operations community, sharing practical service habits and facility readiness ideas with frontline peers.
- Workplace safety community, supporting clean environments, careful equipment handling, and clear escalation practices across daily shifts.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST