# GURSHARAN SINGH

E-Mail: xyz@gmail.com

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Senior level Professional: Client Relationship Management / Operations Management

Preferred Industry: Sport / Healthcare / Hospitality

Location Preference: UAE / Middle East / Asia

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| --- | --- |
| SKILL SET | PROFILE SNAPSHOT |
| Strategy PlanningBudgeting / P&L ManagementOperations ManagementClient Relationship ManagementConflict / Resolution ManagementTraining & DevelopmentCost & People OptimizationPeople Management | • CPR and First Aid Certified professional with 10 years of experience• Fitness Equipment Expertise skilled in SPA and Wellbeing Concepts• Acknowledgment received for managing the fitness club skillfully and securing promotion for the same• Abilities in coordinating with internal/external customers for running successful business operations and experience of implementing procedures and service standards for business excellence• Excellence in ensuring delivery of high quality services to support customer's business needs & achieving continued high customer satisfaction from all operational users for services• Hands-on in framing work direction and plan for the associates, discussing strategies and customer issues logged with the client in the weekly conference call and issue action items around them• Track record of setting up targets, SOP & SLA, setting and maintaining CTQ (Critical to Quality) / CTP (Critical to Process) targets and involved in planning for the process• Prudent, disciplined & self-motivated with excellent planning, communication & leadership skills with proven abilities in team management and customer relationship management |

# EMPLOYMENT DETAILS

## Since Jul’14: Fitness Gym, Dubai, UAE as Fitness General Manager

Key Result Areas:

• Spearheading the entire gamut of gym operations and maintaining the operational budget

• Instrumental in designing and promoting activities to meet customer demand and generate revenue

• Advertising and promoting the club to increase usage, which may include commissioning and considering market research

• Delivering some fitness training or coaching in sports activities - often a good way of maintaining contact with customers

• Using advanced management information (e.g. footfall, popularity of classes by hour) to improve provision and timetables and cope with fluctuations in demand

# OTHER COURSES

• Alison Certified in Personal Fitness and Health, UAE in 2015

• Emergency First Aid & Incident Management Course from Health and Safety Solution, UAE in 2012

# ACADEMIC DETAILS

• BBA (Hotel Management) from Parnell University, USA (Distance Education) in 2010

# PERSONAL DETAILS

Date of Birth: 5th July 1983

Nationality: Indian

Driving License Details: UAE

Address: Bldg 222, Apt. 908, Dubai, UAE

Languages Known English and Hindi