



GEETIKA MOHINDRU

Front Desk Sales and Account Manager

PROFILE

Results-oriented and dedicated professional with extensive experience in sales management, customer service, and office administration. Demonstrates a proven track record of driving revenue growth, leading teams, and enhancing operational efficiency. Adept at managing high-pressure environments with a calm demeanor and strategic approach. Seeking a challenging role in sales or front desk officer management to leverage my skills and contribute to organizational success.

CONTACT

PHONE:
+971 58 8846131

Location :
Dubai, UAE (Valid Residence Visa)

Email:

Gmohindru88@gmail.com

EDUCATION

Bachelor of Arts
Chandigarh, India 2007

Higher Secondary Education and Secondary Education
PSEB Board- 2002-2004

WORK EXPERIENCE

General Manager, Target Gym Dubai UAE
October 2015- Present

Sales and Membership Management: Oversee membership paperwork processing, monitor daily sales, develop and implement monthly sales plans, engage in promotional activities, and conduct competitor analyses to inform sales strategies.

Team Leadership and Development: Lead training initiatives, mentor staff, conduct regular meetings with department heads, and focus on enhancing customer service standards and member retention.

Operational Efficiency and Financial Management: Prepare and manage budgets and forecasts, administer sales and personal training contracts, ensure regulatory compliance, and generate and analyze reports for management review.

Branch Manager, Ozone Fitness and Spa Ludhiana, India

April 2012 – August 2015

Customer Engagement: Responded promptly and professionally to inquiries, handled reservations, and effectively addressed concerns, ensuring high customer satisfaction.

Data Management: Maintained accurate customer data and spreadsheets, ensuring organized and efficient record-keeping.

Performance Reporting: Prepared detailed summary reports to track and improve customer service outcomes

Branch Manager, Gold Gym Ludhiana, India

March 2008 – March 2011

Customer Engagement: Responded promptly and professionally to inquiries, handled reservations, and effectively addressed concerns, ensuring high customer satisfaction.

Data Management: Maintained accurate customer data and spreadsheets, ensuring organized and efficient record-keeping.

Performance Reporting: Prepared detailed summary reports to track and improve customer service outcomes

SKILLS

- **Sales Management:** Successfully increased revenue and market share through strategic sales initiatives and exceptional client relations.
- **Customer Service Excellence:** Consistently delivered superior customer service, ensuring high levels of customer satisfaction and retention.
- **Team Leadership:** Effectively led and motivated teams to achieve and exceed performance targets.
- **Operational Efficiency:** Streamlined processes and implemented best practices to enhance productivity and operational efficiency.
- **High-Pressure Management:** Demonstrated ability to thrive in fast-paced, high-pressure environments while maintaining a professional and strategic focus.

SUMMARY

With extensive experience in managing and optimizing gym operations, I have consistently driven revenue growth, enhanced customer satisfaction, and led successful teams. My tenure as General Manager at Target Gym in Dubai and previous managerial roles at Ozone Fitness and Spa, and Gold Gym in Ludhiana, have equipped me with a robust skill set in sales management, customer service, and operational efficiency. I am eager to bring my expertise in membership management, promotional strategies, and team leadership to a forward-thinking organization.

Thank you for considering my application. I look forward to discussing how my background and skills can contribute to your team's success.