



About Me

A results-driven and customer-focused professional with over 7 years of progressive experience in customer service, sales, and operations management within the fitness and wellness industry. Passionate about delivering exceptional member experiences and driving business success. Seeking an opportunity to utilize my leadership, organizational, and interpersonal skills in a dynamic organization.



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United Arab Emirate

EDUCATION | CERT

- Bachelor of Science in Management
- Advanced Level Certificate
- Ordinary Level Certificate

SKILLS

- Operations Management
- Customer Service Excellence
- Sales and Business Development
- Member Experience Optimization
- Team Leadership
- Staff Training and Development
- Conflict Resolution
- Complaint Handling
- CRM Management
- Budgeting and Cost Control
- Inventory Management
- Front Desk Operations
- Client Retention Strategies
- Cash Handling and POS Operations
- Event Planning and Coordination
- Service Quality Improvement
- Time Management

EMMANUEL JR MESUMBE NJUME

EXPERIENCE

UFC GYM UAE - Dubai, UAE

Operations Manager

2023 - 2025

- Oversaw daily gym operations and ensured smooth workflow across departments.
- Implemented strategies to improve customer satisfaction and retention.
- Managed and trained staff to meet organizational goals.
- Ensured adherence to company policies, health, and safety standards.
- Managed inventory, budgeting, and reporting.
- Resolved escalated customer concerns professionally.
- Coordinated events and promotions to boost memberships.
- Streamlined operational processes to enhance efficiency

UFC GYM UAE, ICENTRAL - Dubai, UAE

Member Experience Executive

2022 - 2023

- Delivered personalized service to enhance member satisfaction.
- Addressed and resolved customer feedback and complaints.
- Monitored and improved customer experience processes.
- Worked closely with the sales and operations team to ensure a seamless onboarding process.
- Conducted follow-ups with members to ensure service standards.
- Assisted in organizing member engagement activities.
- Maintained accurate records of customer interactions.
- Provided insights and suggestions for continuous improvement.
- Supported membership retention campaigns.
- Trained new hires on customer service protocols.

UFC GYM UAE, ICENTRAL - Dubai, UAE

Senior Customer Service Representative

2021 - 2022

- Led a team of customer service representatives.
- Ensured smooth front-desk operations and member engagement.
- Managed schedules and shift coverage.
- Conducted regular training for the customer service team.
- Reported customer service metrics to management.
- Resolved member issues and ensured high service recovery standards.
- Supported new system implementations at the front desk.
- Handled VIP and corporate clients' memberships.
- Maintained daily and weekly reports.
- Assisted the operations manager in administrative tasks.

SKILLS

- Multi-tasking
- Relationship Building
- Communication Skills
- Problem-Solving
- Data Entry and Documentation
- Report Preparation
- KPI Monitoring
- Customer Journey Mapping
- Loyalty Program Management
- Sales Pitching
- Lead Generation
- Business Negotiation
- Social Media Engagement Support
- Operational Audits
- Vendor Management
- Health and Safety Compliance
- Food & Beverage Service
- Personal Training Scheduling
- Staff Scheduling
- Performance Review
- Interdepartmental Coordination
- Marketing Campaign Support
- Upselling Techniques
- Team Motivation
- Presentation Skills
- Adaptability
- Analytical Thinking
- Event Promotion
- Workplace Safety
- Product Knowledge
- Microsoft Office Suite
- Member Retention Metrics
- Onboarding Processes
- VIP Client Management
- Community Engagement
- Crisis Management

LANGUAGE

- English

REFERENCE

- Available on Request

UFC GYM UAE, JBR BRANCH - Dubai, UAE

Sales Executive

2020 - 2021

- Prospected and secured new memberships.
- Met and exceeded monthly sales targets.
- Conducted facility tours for potential members.
- Prepared and presented membership options and pricing.
- Maintained a database of leads and follow-ups.
- Handled membership renewals and upgrades.
- Collaborated with marketing to execute campaigns.
- Provided excellent after-sales support.
- Analyzed competitor offerings to adjust sales tactics.
- Built strong client relationships to encourage referrals

UFC GYM UAE, JBR BRANCH - Dubai, UAE

Customer Service Representative

2018 - 2020

- Welcomed members and visitors, creating a positive first impression.
- Handled member inquiries and resolved complaints.
- Processed payments, membership registrations, and renewals.
- Provided information on gym services and promotions.
- Assisted with facility tours and orientation.
- Managed bookings for personal training and group classes.
- Maintained front desk cleanliness and organization.
- Monitored access control systems.
- Assisted in administrative duties as required.
- Maintained accurate records of daily transactions.

UFC GYM UAE - Dubai, UAE

Armbar Barista

2017 - 2018

- Prepared and served beverages and snacks to members and guests.
- Maintained inventory and restocked items as necessary.
- Ensured cleanliness and hygiene standards at the counter.
- Handled POS transactions and balanced cash register.
- Engaged with customers to promote café offerings.
- Followed all food safety regulations.
- Supported gym events with catering services.
- Worked with suppliers to ensure timely deliveries.
- Monitored stock levels and reduced wastage.
- Provided a friendly and welcoming environment