



# MASON WILSON

Health Club Manager

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## PROFESSIONAL SUMMARY

Accomplished Health Club Manager with 7 years of experience in driving member engagement and optimizing fitness operations. Expertise in team leadership, budget management, and program development. Committed to fostering a welcoming atmosphere that encourages health and wellness, I focus on delivering exceptional service and innovative solutions to enhance member satisfaction.

## WORK EXPERIENCE



**Health Club Manager**  Apr / 2020-Ongoing  Phoenix, AZ  
**Quantum Solutions LLC**

- Managed all aspects of Fitness Center operations, ensuring optimal performance and member satisfaction.
- Created a welcoming and supportive fitness environment, enhancing member experience.
- Maintained safety and compliance of facilities and equipment, ensuring a secure environment.
- Oversaw confidentiality of all participant records, adhering to privacy regulations.
- Developed and monitored the annual budget, preparing comprehensive monthly financial reports.
- Designed and executed corporate wellness initiatives for approximately 1,000 employees, including seminars and newsletters.
- Conducted regular assessments of fitness programs to ensure alignment with member needs and industry trends.

**Health Club Manager**  Apr / 2018-Apr / 2020  Portland, OR  
**Crescent Moon Design**

- Increased membership sales by 20% through targeted marketing campaigns and community outreach.
- Trained and mentored new staff, fostering a culture of excellence and customer service.
- Created a friendly and inclusive environment, leading to higher member satisfaction ratings.
- Managed financial records and sensitive member information with accuracy and confidentiality.
- Handled payroll, hiring, and scheduling, ensuring efficient club operations.
- Led a team of eight health club staff in daily operations, promoting teamwork and accountability.

## EDUCATION

**Bachelor of Science in Health Management**  Apr / 2016 - Apr / 2018  Denver, CO  
**University of Wellness**

Focused on health promotion, fitness management, and operational efficiency in health clubs.

## SKILLS

Wellness Program Development

Member Relations

Networking Skills

Motivational Skills

Customer Feedback Analysis

Sales Forecasting

## INTERESTS

Gaming

Fashion

Film

Technology

## STRENGTHS

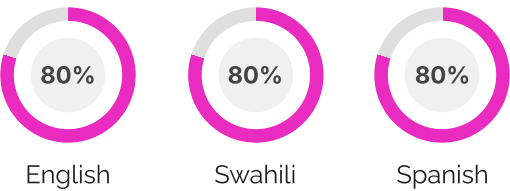
Fairness

Flexibility

Forward-thinking

Gratitude

## LANGUAGES



## ACHIEVEMENTS

- Achieved a 25% increase in membership retention through personalized member engagement strategies.
- Implemented a staff training program that improved service delivery ratings by 40%.
- Organized community fitness events that attracted over 300 participants, enhancing club visibility.