



ETHAN MARTINEZ

Senior Membership Counselor

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

💡 SKILLS

Strong Interpersonal Communication Skills



Customer Service



Sales Techniques



Lead Generation



Active Listening



Conflict Resolution



🎯 INTERESTS

- 🔧 DIY Projects
- ✂️ Crafting
- 🧘 Meditation
- 🏛️ History

👊 STRENGTHS

- 🌱 Humility
- 💡 Innovation
- 👁️ Insightfulness
- ✅ Integrity

🗣️ LANGUAGES



English



Polish



German

🌟 ACHIEVEMENTS

- 🌟 Increased membership retention rates by 30% through targeted engagement initiatives.
- 🌟 Surpassed enrollment targets consistently, achieving 120% of goals for three consecutive years.

👤 PROFESSIONAL SUMMARY

Dynamic Membership Counselor with over 5 years of experience in customer service and membership sales. Proven track record of exceeding membership goals through effective communication and relationship-building. Skilled in identifying member needs and providing tailored solutions to enhance satisfaction and retention. Passionate about promoting community engagement and fostering a welcoming environment.

💼 WORK EXPERIENCE

Senior Membership Counselor

Seaside Innovations

📅 Mar / 2019-Ongoing

📍 Santa Monica, CA

1. Transforms guest visits into lasting member relationships by introducing tailored products and services.
2. Facilitates new customer account creation by meticulously recording essential information.
3. Updates and maintains accurate customer records to ensure service continuity and satisfaction.
4. Addresses product and service issues by clarifying concerns, expediting resolutions, and following up to ensure member satisfaction.
5. Manages financial accounts by efficiently processing customer adjustments and inquiries.
6. Analyzes member needs to recommend potential products and services to management.
7. Drives member engagement through personalized outreach and strategic communication efforts.

Jr. Membership Counselor

Summit Peak Industries

📅 Mar / 2015-Mar / 2019

📍 Denver, CO

1. Boosts revenue by generating excitement around membership goals and enrolling new members through relationship-building.
2. Develops internal business through member promotions, referrals, and guest pass distribution.
3. Leads tours for potential members, showcasing club facilities and services to enhance their experience.
4. Aligns 24 Hour Fitness offerings with potential member needs to drive enrollment.
5. Creates external promotional strategies, including mini-events and community outreach, to attract new members.
6. Engages potential members through proactive phone outreach and appointment setting.

🎓 EDUCATION

Bachelor of Science in Health Promotion

University of Wellness

📅 Mar / 2012-Mar / 2015

📍 Toronto, ON

Focused on health promotion strategies and community wellness programs.