

# DIVINA AGELLON

## OPERATIONS MANAGER



*Eight years' experience as an operations manager in a fast-paced environment. Proven strong interpersonal skills plus the ability to handle multiple tasks efficiently and accurately. A self-directed team player who is willing to go the extra mile. Experienced in planning, organizing and problem-solving to complete multiple deadline-driven projects efficiently and on time. Excellent communication skills successfully utilized in preparing reports and documents as well as liaising with senior staff members and clients. Able to work under pressure and successfully deal with completing demands while maintaining complete confidentiality.*

### EXPERIENCE

#### **Operations Manager**

##### **Crunch Fitness / 2015 - Present**

Provide executive level administrative support to VP and Regional Operations Manager, and staff of approximately 30.

- Orchestrate all operation's functions including but not limited to: facility and project management, daily quality checks on all member contracts and documents, and organizing member outreach events.
- Lead weekly Leadership Team meeting: generate agenda, record minutes, and follow up on actions items.
- Coordinate and schedule all aspects of internal and external visitor meetings, seminars, candidate interviews.
- Generate expense reports, handle corporate correspondence emails, implementing all directives given, prioritizing accordingly.
- Serve as primary point of contact and liaison for all customer issues, equipment quality concerns, customer service, or incidental mishaps on-site.

#### **General Manager**

##### **Abercrombie & Fitch / 2010 - 2015**

Managed overall daily operations; responsible for the effective and successful management of labor, productivity, quality controls and safety measures set.

- Provided inspired leadership, while promoting a company culture to encourage top performance and high morale.
- Recruited, selected, trained, scheduled, coached, and disciplined staff of approximately 60 employees.
- Communicated job expectations; planning, monitoring, appraising and reviewing job contributions.
- Strategized with District and Regional Managers to identify business opportunities to drive sales projections.
- Maintained a safe and healthy work environment by establishing, following and enforcing standards and procedures; complying with legal regulations.

### CONTACT

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### EDUCATION

#### **Bachelor of Science / Public Health**

San Diego State University / San Diego  
2010

### SKILLS

Microsoft Word

Microsoft Excel

Google Calendar

### EXPERTISE

Project Management

Team Leadership

Time Management

Client Relations

Operations & Administration