

# Alyssa Elgin

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## SUMMARY OF QUALIFICATIONS

- Over 10 years in progressive leadership roles including practical experience with team development, community and customer building, and facility and budget oversight
- Quick thinking leader with demonstrated ability to solve problems and resolve conflict to satisfaction of customers and organization
- Respectful team player who models open communication, personal accountability, and professionalism
- Exceptional organizational skills demonstrated through the ability to multi task under pressure and thrive in a fast paced environment.

## EDUCATION

**Western University** *London, ON*

2XXX–2XXX

Bachelor of Arts - Honours Specialization in History, Minor Specialization in English

## WORK EXPERIENCE

**Manager, Sales & Member Experience**

August 2XXX – Current

Robert Lee YMCA *Vancouver, BC*

- Exceeded monthly sales targets that contributed to 10% revenue growth from 2XXX to 2XXX.
- Led staff team of 40 with focus on modeling key behaviours, which created vibrant team culture
- Anticipated challenges to ensure 92,000 square foot facility exceeded national standards in customer service, cleanliness, convenience and safety in each quarterly report of 2XXX
- Coached staff and volunteers through individual performance feedback and professional development establishing workplace focused on respect, support and open communication
- Implemented recruitment process that allowed the organization to better assess candidate's fit and skill set leading to enhanced selection and reduction in employee turnover
- Provided customer resolution on disputes, complaints and emergencies in professional manner with aim of winning returning customers

**Manager, Middle Childhood Programs**

November 2XXX–July 2XXX

YMCA of Greater Vancouver *Vancouver, BC*

- Developed and facilitated effective training program to support staff and leadership team in adopting new technology platform
- Created and implemented comprehensive business plan for 22 regional centres, which exceeded overall operating contributions in 2XXX and 2XXX
- Gained staff efficiencies by enabling and promoting communication and information sharing between head office, regional staff teams and customers
- Administered standards and modified procedures that allowed staff and customers opportunity to provide 360° feedback and evaluate quality of service received

**Director, Youth & Aquatics**

August 2XXX–November 2XXX

YMCA of Greater Vancouver *Vancouver, BC*

- Led planning, coordination and execution for aquatics and family components in successful opening of one of largest YMCA's in Canada
- Recruited results-oriented individuals who engaged community, resulting in successful first six months of operation that exceeded sales projections
- Delivered onboarding training to new team of 200 with focus on core values and operational excellence
- Managed workplace health and safety practices under multiple provincial standards that resulted in accident free environment during my tenure

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## **Aquatics Supervisor**

January 2XXX–May 2XXX

YMCA of Western Ontario *London, ON*

- Organized and managed staff of 60, ensuring that activities were appropriately resourced and planned to meet dynamic customer schedules
- Managed and supported aquatics volunteers in promotion of aquatics programs
- Implemented private swimming lessons program that allowed organization to expand, serve additional customers and increase revenue

## **Aquatics Coordinator & Head Lifeguard**

September 2XXX–March 2XXX

Western University *London, ON*

- Organized scheduling and shift replacement, as well as overall supervision of staff on duty
- Evaluated and monitored program delivery to find opportunities to increase number of patrons served

## **Team Leader**

March 2XXX–August 2XXX

YMCA of Northumberland *Cobourg, ON*

- Organized day-to-day operations of member services and childcare programs with minimal leadership oversight
- Led operational functions of three aquatic facilities, which served over 2000 guests daily

## **COMMUNITY INVOLVEMENT**

### **Patient Support – Flying Squad**

May 2XXX–Current

St. Paul's Hospital *Vancouver, BC*

- Supported patients in daily needs, as well as supporting operational functions of hospital as requested
- Developed rapport with patients and hospital personnel to support their mission of providing passionate and effective care to those in need
- Maintained integrity of confidentiality and hospital standards for care

### **YMCA Campaign Chair**

January 2XXX–May 2XXX

United Way *London, ON*

- Organized and led campaign activities for community, which resulted in achieving high campaign participation, as well as increased monetary contributions
- Recruited motivated and committed volunteers to support campaign events and reach campaign goals
- Engaged community into campaign open houses and fundraising events to encourage contributions to mission of raising healthy kids

## **PERSONAL INTERESTS**

- Reading
- Amateur Wine Oenophile
- Cooking & Food Preparation Classes
- Physical Fitness, Swimming, Yoga