

Chima Akenzua

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Professional Summary

Accomplished General Manager with over 18 years of experience in leading organizational operations and enhancing customer service within high-volume environments. Proven expertise in recruiting, coaching, and inspiring teams to deliver exceptional customer experiences, adept at managing financial budgets, stock control, and ensuring a safe, immaculate, and efficient operational setting. Background includes extensive roles in fitness and wellness, driving business growth through innovative lead generation and business development initiatives. Recognized for strong leadership skills, strategic planning, and adaptability, with a passion for delivering top-tier customer service. Ready to make impactful contributions in a managerial role focused on operational excellence and customer satisfaction.

CAREER SUMMARY

The Little Gym Chiswick, London — Gym Director

September 2023 – Present – Gymnastics

- Directed overall operations, management, and staff training to uphold The Little Gym's standards as a high-end premium gymnastics facility.
- Led the development and implementation of strategic initiatives to drive organizational growth and enhance service delivery.
- Worked closely with the Senior Leadership Team (SLT) to share vision and strategies, ensuring alignment and integration within the business.
- Ensured the facility maintained optimal efficiency and upheld premium standards expected at a high-end members' club.
- Fostered long-term relationships within the exclusive membership community by delivering exceptional customer service.
- Sales and Innovated marketing strategies to promote The Little Gym programs and memberships, attracting and retaining high-end clientele.

FlipOut Wandsworth, London — Ambassador

April 2016 – October 2022 – Trampoline Park

- Honed customer service skills by serving as a brand ambassador, promoting FlipOut's values and programs.
- Engaged with customers to ensure a positive experience, addressing their needs and fostering a welcoming environment.
- Assisted in marketing initiatives and community engagement to boost facility usage and customer satisfaction.

FlipOut Wandsworth, London — Head Coach

April 2016 – October 2022 – Trampoline Park

- Directed and supervised all operational aspects of the multifaceted program, ensuring alignment with organizational objectives.
- Planned and coordinated calisthenics and acrobatic group classes for up to 30 participants, catering to both adults and children.
- Monitored team progress and program effectiveness, maintaining open communication with parents and clients.
- Developed and executed marketing sales strategies to increase class enrollment and overall facility usage.
- Designed and implemented tailored training programs for private clients with specialized acrobatic needs.
- Managed and motivated a team of coaches, fostering a positive and productive work environment.

Chima Akenzua Athleticus, London — Founder

June 2006 – April 2023

- Directed overall business operations, including budgeting, financial management, and resource allocation, ensuring efficient and effective use of resources.
- Developed and executed social media strategies to improve enrollment retention and enhance engagement within the school community.
- Created and implemented the "Introduction to Coaching Freerunning" qualification for Creative Modern, demonstrating innovative program development.
- Designed and delivered a comprehensive fitness program across 30 primary and secondary schools and universities, contributing to community wellness and education.
- Developed a professional development program empowering self-employed individuals to enhance analytical skills and facilitate knowledge sharing.

LEADERSHIP SKILLS

- Commercially driven
- Solutions-based management with an ownership mentality
- Effective leadership and communication
- High-energy attitude and passion for exceptional service
- Self-motivated with a strong work ethic and entrepreneurial mindset
- Strong collaboration and people management
- Exceptional organizational skills with attention to detail
- Proficiency in health and safety best practices
- Flexible and adaptable to changing needs

TECHNICAL SKILLS

- Mindbody POS software(intermediate)
- PDQ hardware
- Microsoft Word, Excel & PowerPoint (intermediate)
- Google Sheets (intermediate)
- Contract Management (intermediate)
- Zoom & Google meet.
- Safe Guarding Lead level 3

AWARDS & ACHIEVEMENTS

Coach of the year - nominee
Imperial College London 2018

REFERENCES

Available upon request

EDUCATION

City & Islington -B Tech – Level 3 BTEC national diploma in sports and exercise sciences
modules include: Sports Nutrition, biomechanics. exercise psychology, research in sport, fitness testing, exercise physiology, sports coaching, sports anatomy, sports for specific groups.

Level 2 City & Guilds – Key Skills in Communication