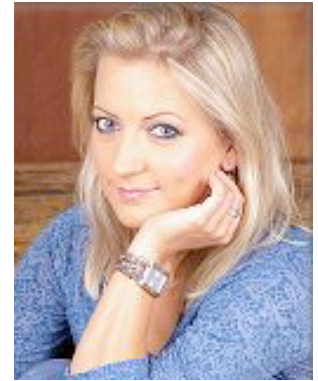


LENKA TRULEJOVA

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PROFILE

A professional, knowledgeable and confident individual experienced in taking control of situations, specifically under pressure. Capable of completing all given tasks and strives to achieve maximum results with a track record in training and developing skills of employees.

CAREER HIGHLIGHTS

- I have consistently achieved/over achieved sales targets that have been set, in a number of different environments.
- Recognised and presented as LA Fitness' salesperson of 2006.
- Achieved two targets within the 3-month quarter at The Rank Group; first and only Membership Manager to achieve this within their first quarter.
- I have helped to develop the skill sets of a number of employees as part of a successful recruitment process.
- I Have been successful at any role I have undertaken and make it my aim to never fail to deliver.

CURRENT EMPLOYMENT

**The Rank Group
Membership Manager/Customer Service**

Apr 10 - Present

- Implementation of a modern leadership style and strategy to achieve productivity improvements and cultural change through cross-efficient projects and team working.
- Ensuring other departments understand all necessary aspects and needs of business development, objectives, purposes and achievements to all levels.
- Assisting in the implementation of performance management strategies for all staff.
- Evaluated training programmes for staff and implemented new training solutions that met the needs of the business and the people.
- Training employees in the management and development of the database system.
- Screening high volume of CV's, conducting interviews and ensuring that all employees receive regular feedback on performance.
- Liaising with departments to develop and monitor advertising campaigns designed to attract local candidates in line with the firm's recruitment strategy.
- Present weekly reports to General Manager illustrating weekly performance and outlining plans for the forthcoming week.
- Ensuring that all data was updated and communicated between departments.
- Implementing direct marketing procedures aim at increasing the firm's annual income.
- Led the planning of internal and external networking events design to establish long and profitable relationship.
- Being directly responsible and accountable for growing the membership base, improving the membership retention rates and delivering exceptional customer service.

PREVIOUS EMPLOYMENT

Fitness First Membership Sales Manager

Jul 09 - Apr 10

- Being directly responsible and accountable for managing a sales team to meet and exceed monthly sales targets.
- Reporting directly to the General Manager.
- Working in a target driven environment and ensuring that MPCs are achieved.
- Managing and motivating the team and dealing with day to day issues.
- Working closely with the General Manager in writing monthly sales plans including: rota, lead generation plan, scheduled telephone appointment setting times, training required by team.
- Handling complaints, identifying and providing solutions.

LA Fitness Membership Sales Manager

Sep 06 - Jul 09

- Being directly responsible and accountable for managing a sales team to meet and exceed monthly, quarterly and annual sales targets.
- Reporting directly to the General Manager.
- Working in a target driven environment and ensuring that KPIs are achieved.
- Managing and motivating the team and dealing with day to day issues.
- Working closely with the General Manager in writing monthly sales plans including: rota, lead generation plan, scheduled telephone appointment setting times, training required by team, leafletter support, tactical promotional offers required.
- Working in conjunction with the Learning and Development department to support my team by providing them with effective 'Observation, Coaching & Feedback' and personally delivering focussed training on areas such as: Objection Handling, Controlling Prospects, Closing, Networking, Telephone Appointment Setting, Lead Generation, Referral Gathering.
- Handling complaints, identifying and providing solutions.
- Working closely with the General Manager should we need to address the under performance of any of my team members.
- Auditing new agreements and reporting incomplete agreements.

Smurfit Kappa Morava Paper Sales Administrator, Translator, Customer Service

Mar 06 - Sep 07

Abeceda Language School, Czech Republic English Teacher

Aug 04 - Jun 06

EDUCATION

Mendelovo College
Czech Republic

Sep 94 - Jun 98

4 A-Levels	English	[A]
	German	[B]
	Czech Language & Literature	[B]
	Psychology & Sociology	[B]

REFERENCES

Available on request.