



## CONTACT



Barcelona, Spain



*Josep* ID-59347

## BUSINESS OPERATIONS TEAM LEADER

Proficient in overseeing business operations and achieving set goals.  
Understanding marketplace needs and strategies needed to drive sales.  
Team on-site and e-learning training for the development of people.

### EDUCATION

**- I.E.S Joaquim Blume**

•Year 2012 - 2014

Senior Technician in Physical and Sports Activities

**- Col·legi Xaloc BCN**

•Year 2005 - 2007

Design Engineer: Mechanical Design

•Year 2003 - 2005

Technical Degree: Mechanization

**- University of Limerick IRELAND**

•Year 2001

Working proficiency : English language course

### LANGUAGES

**Spanish & Catalan**

Native (C Level)

**English**

Proficiency (B2)

### SKILLS

- Team Management
- Strong team player
- Effectiveness
- Polite and helpful
- Positive Personality
- Multitasking Skills
- Enthusiasm to learn
- Strategizing

Josep ID-59347

**BUSINESS OPERATIONS  
TEAM LEADER**

**PROFESSIONAL EXPERIENCE**



· **Securitas Direct**  
| **2021 - Present**  
Team Leader / Sales Operations & Maintenance



· **YogaOne**  
| **2019 - 2021**  
Studio Operations Coordinator & Office Manager



· **DIESEL**  
| **2017 - 2019**  
Retail Manager Assistant / Store Co-Manager  
| **2015 - 2017**  
Retail Sales Specialist



· **MECAELECTRIC ARNAU S.L**  
| **2006 - 2012**  
Design Engineer & Sales Officer



· **SPIKE**  
| **2004 - 2006**  
Retail Sales Associate



· **FUREST**  
| **2002 - 2003**  
Retail Sales Assistant



· **DECATHLON**  
| **2001 - 2002**  
Store Sales Assistant

**Sales Manager | Team Leader——**

- Team on-site and e-learning training for development of specialists, supported by the company's tools.
- Monitor the performance of new hires. Carry out analysis and identify the training needs of the area.
- Direct monitoring of the team through company's tools: customer visits, retentions, installation and sales billing
- Take responsibility for the development and motivation of the team's work through the guidelines agreed by the company.
- Communicate plans and activities. Optimize effectiveness of cross functional teams.
- Manage incidents in sales and commissions of the team.

**Maintenance | Commercial Advice——**

- Be knowledgeable about competitive products/programs, pricing to actively promote, sell and Install them.
- Responsible for generating leads, referrals and meeting individual monthly sales goals (revenue and units)helping the team meet its goals.
- Perform preventive and corrective maintenance of security systems, in businesses and homes.
- Commercial advice to the client on its installation with the aim of guaranteeing the best protection of people and the property.

**Group Operations | Business Improvement Team——**

- Translate data into actionable business insights by applying best in class analysis and strong business sense.
- Develop and execute a clear, logical and methodical structure to complex workstreams, and provide purposeful direction to teams and individuals in the pursuit of business excellence.
- Contribute on the preparation of strategic planning (e.g. Budget and Long range plan) by analyzing current performance and forecasting main business KPIs.
- Partner with the country's operational teams to collate data, supervise key dashboards to track Operational Service levels and Efficiency.



*Direct*

# PROFESSIONAL EXPERIENCE

## JOB DESCRIPTION

**Yoga Studio Operations Coordinator / Studio Office Manager | 2019 - 2021**

### **Studio Operations—**

- Mentor, develop, and coach team members
- Manage daily, monthly, and yearly department operations, including, but not limited to, setting staff, class schedules, managing the department's budget, tracking the department's financial performance
- Communicate plans and activities in a manner that supports strategies for team member involvement
- Train team members, provide feedback and tools to help team members improve their skill sets
- Identify and reinforce common goals that build commitment and teamwork across functions and divisions
- Scout talent, interviews and train new members (assisting with new procedures, policies, programs...)
- Provide feedback and tools to help team members improve their skill sets, with follow-up
- Optimize effectiveness of cross functional teams
- Develop positive relationships with members and team members while building communities
- Optimize schedule operations while driving business and member experience
- Keep abreast and understand the related industry current market situations
- Manages a budget and delivers on target participation expectations



### **Sales and Marketing—**

- Be knowledgeable about products/programs, competitive products/programs and pricing to actively promote and sell them
- Responsible for generating leads, soliciting referrals and meeting individual monthly sales goals (revenue and units) and helping team meet its goals for a combined studio goal. Sales includes class packs/memberships, retail
- Maintain accurate, thorough and timely data/information in all appropriate systems for reporting and statistical purposes
- Effectively market and sell products via telephone, grassroots efforts, in studio tours, etc, filling out all paperwork, trackers and forms as appropriate.

## PROFESSIONAL EXPERIENCE JOB DESCRIPTION



### **Retail Manager Assistant / Store Co-Manager at DIESEL | 2017 - 2019**

- Assist the Retail Store Manager in planning and implementing strategies to attract customers.
- Coordinate daily customer service operations (e.g. sales processes, orders and payments).
- Track the progress of weekly, monthly, quarterly and annual objectives.
- Monitor and maintain store inventory.
- Evaluate employee performance and identify hiring and training needs.
- Supervise and motivate staff to perform their best.
- Coach and support new and existing Sales Associates.
- Monitor retail operating costs, budgets and resources.
- Suggest sales training programs and techniques.

### **Retail Sales Specialist at DIESEL | 2015 - 2017**

- Ensure high levels of customer satisfaction through excellent sales service.
- Maintain outstanding store condition and visual merchandising standards.
- Maintain a fully stocked store.
- Ascertain customers' needs and wants.
- Recommend and display items that match customer needs.
- Welcome and greet customers.
- Manage point-of-sale processes.
- Actively involve in the receiving of new shipments.
- Keep up to date with product information.
- Accurately describe product features and benefits.
- Follow all companies policies and procedures.
- Help customers identify and purchase products they desire. selling, restocking and merchandising. Provide high class customer service and increase company's growth and revenue through sales maximization.

# PROFESSIONAL EXPERIENCE

## JOB DESCRIPTION



**Design Engineer & Sales Officer at Mecalectric Arnau | 2006 - 2012**

### **Design Engineer——**

- Ability to capture and specify the design requirements.
- Research concept ideas using mathematical modeling to work out whether new developments and innovations would work and be cost effective.
  - Analyze the Engineering and Project input in order to interrogate it, reach an agreement and integrate it formally in a Design solution.
  - Produce designs, based on research, into tech plans for prototypes using computer-aided design (CAD)
  - Analyses the design proposals and the technical information in order to identify the issues arising during product development, defining and implementing adequate solutions in order to reach a feasible proposal with a high form and aesthetic quality.
  - Attend design reviews to present design ideas and to discuss and critique alternative design solutions.
  - Carry out simulations of products for new and prototype projects using in-house software for the customer and provide support and feedback on design.
  - Modify designs based on the analysis to re-test and analyze until design meets specification requirements.
  - Write reports and present progress at project meetings and to clients
  - Attend various meetings and action/communicate instructions.

### **Sales Officer——**

- Interface with customers and prospects in order to support a systematic identification of their needs.
- Develop a proactive and advisory-driven distribution of the full range products which the company offers.
- Take care of promotional activities by organizing road shows for new product launch or reactivating the marketing of existing products.
- Arrange, support, and participate in client calls and help them in identifying the product of their needs.
- Sales analysis, arranging meetings with customers and do necessary survey as and when the company demands.

## PROFESSIONAL EXPERIENCE

### JOB DESCRIPTION



#### **Retail Sales Associate at SPIKE | 2004 - 2006**

- Greeting customers.
- Ensure goods are well displayed (an organized shop is a happy shop)
- Handle payments
- Arrange ordering and delivery
- Assist customers and make sure their shopping experience is enjoyable so they come back.
- Keep up to date with product information.
- Help customers identify and purchase products they desire. selling, restocking and merchandising. Provide high class customer service.



#### **Retail Sales Assistant at FUREST | 2002 - 2003**

- Greeting customers who enter the shop.
- Handle payments
- Be involved in stock control and management.
- Assisting shoppers to find the goods and products they are looking for.
- Being responsible for processing cash and card payments.
- Stocking shelves and answering queries from customers.
- Giving advice and guidance on product selection to customers.



#### **Store Sales Assistant at DECATHLON | 2001 - 2002**

- Welcome and advise customers (with my big smile).
- Increasing in store sales
- Maintaining sales floor appearance.
- Cross-selling products.
- Directing customers to merchandise.

## JOB REFERENCES

I Can provide references from all companies I've been working in, please feel free to ask me for the contact details.