

Skobilev Andrey

07/10/1992

Andrey.skobilev@icloud.com

Married, 1 child 4 years

Live in Astana

Education:

Moscow State Academy of Physical Culture, 2010-2015

Add. education:

- Courses "Market research, crypto exchanges, fundamental and technical analysis, investments in cryptocurrencies", 2022
- Retraining courses Geek brains, digital-marketing, 2020-2021
- Student of the World Class University retraining program, "Fitness club manager", 2017
- Annual trainings on management, motivation, training and adaptation of personnel 2014 - to the present.
- Trainings on working with clients and employees in conflict situations, 2014 - to the present.
- Annual customer service trainings, 2014 – to date

Work experience:

2013 – till now

- Manager of the service department of the World Class fitness clubs Olympic, Zemlyanoy Val, Yartsevskaya + Smolensky passage, World Class "Astana", Kazakhstan

Service department management:

- Building a strong team of customer service specialists (interviewing and selecting candidates, training, adaptation in the fitness club team.
- Organization of training for an employee at a corporate university, monitoring attendance at trainings and special sports events to get acquainted with the services of the club, conducting intermediate checks on mastering knowledge.
- Daily work with specialists at the club's reception to improve the quality of services provided. Listening to outgoing and incoming calls with analytics and analysis.
- Organization of the work of the division, coordination and cooperation with other departments of the club.
- Development of employees for the purpose of personal and career growth.

My work in the club:

- Deputy director of the fitness club.
- Communication with clients, solving complex and controversial issues through negotiations on a win-win basis, support for mobile application users, work with reviews in geoservices, work with VIP clients
- Communication with the central office and senior management.
- Communication with other departments of the club to build productive work leading to results, i.e. fulfillment of financial indicators set within the budget
- Communication with partners, landlords and subtenants, suppliers of goods and services.
- Assistance in organizing corporate events for employees and clients.
- Work with media content inside the club on information carriers (advertising surfaces, indoorTV, simulators), creating layouts in Canva, managing media through the Enplug service.

- Work with franchisee partners - training and education of personnel.

2016 - till now

Amateur football team manager.

- Matchmaking
- Organization of the training process, formation of the main team
- Organization of team participation in tournaments
- Team budget planning and fundraising.
- Interaction with the organizers of the competitions.

2012-2013

- World Class Service Administrator

Service work with clients of a premium fitness club, sale of goods and additional sports services and SPA, making outgoing calls in order to involve them in the training process, conducting study tours for potential and existing clients, receiving incoming calls and correspondence.

2010-2012

Sports instructor at a children's camp during the summer.

- Planning the daily routine in the children's camp.
- Organization and holding of sports and thematic events for children (tournaments in: football, volleyball, basketball, checkers; creative competitions and performances.)

Skills:

- ability to work in 1c analytical database, confident user of Microsoft office, basic level of work in Canva, confident PC user.

Knowledge of languages:

English - B-2

Driving license - category B

About myself:

Rich experience in the field of customer service in different clubs of the chain; rich experience in working with employees, both young and old; receptive to constructive criticism; I learn quickly, even faster when it is interesting; quickly navigate the flow of information; likes to work with people; polite and tactful, stress-resistant; I play football, train in the gym, run; love family, love travel, love life)