


Vincent M. Leslie

As a highly motivated and experienced customer service professional, I am seeking a role that utilizes my skills in team leadership, effective communication, and multitasking. With a degree in customer service and years of experience under my belt, I have honed my ability to resolve complex customer issues and develop successful employee relations strategies. I am skilled in utilizing various software and tools to streamline operations and enhance customer service. I am excited to bring my passion for delivering exceptional customer service to a new team and am eager to continue growing and developing in my career.

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 864-498-9175

 3037 Quantum Lane Atlanta, GA



SKILLS

Customer Service

Team Leadership

Employee Relations

Effective Communication

Multitasking

Interpersonal Skills

Leadership

Computer Skills

Strategic Thinking

Problem Solving

Decision Making

Organization & Delegation

Analytical Thinking

Time Management

Active Listener

Ability to thrive under pressure

Empathetic

Ambitious

Collaboration



WORK EXPERIENCE

Sales Manager

Concourse Athletic Club Sandy

01/2023 - Present

Springs, GA

Achievements/Tasks

- Realized pipeline opportunities, networked in-market, and owned key portfolio strategies that yielded top-line growth for the company.
- Surpassed personal sales goals by prospecting via member referrals, welcome to Crunch forms, cold calls, approved flyers, guest traffic, phone inquiries, etc.
- Conducted high-quality tours of facility, showcasing my knowledge of the Crunch brand.
- Managed leads through CRM, scheduled appointments and tours, and maintained relationships with potential members.
- Demonstrated a proven track record of achieving sales targets and effectively utilizing sales tools to drive business growth.

Sales Manager

Athletic Club Northeast

08/2022 - 01/2023

Atlanta, GA

Achievements/Tasks

- Executed the interviewing and hiring process, selecting qualified candidates to join the team.
- Took responsibility for the training and professional growth of employees, providing training and support to ensure their success.
- Oversaw the effective enforcement of policies and procedures, ensuring adherence to company standards.
- Conducted monthly employee evaluations, providing constructive feedback and identifying areas for improvement.
- Led the sales process by consistently performing as the top performer, achieving and exceeding sales targets.
- Completed standard reports in a timely and accurate manner, providing essential information to management for decision-making purposes.

American Freight

General Manager

06/2020 - 08/2022

Athens, GA

Achievements/Tasks

- Conducted candidate interviews and assessed their qualifications for open positions.
- Encouraged and supported employees to pursue further education and training to enhance their career opportunities.
- Developed and updated company policies and procedures to ensure compliance with legal and regulatory requirements.
- Provided constructive feedback to employees to help them improve their performance and develop new skills.
- Developed and executed effective sales strategies to increase revenue and achieve sales targets.



WORK EXPERIENCE

Assistant Manager

American Freight

Greenville, SC

Achievements/Tasks

- Evaluated resumes and cover letters to identify potential candidates for the roles.
- Implemented feedback mechanisms to monitor employee progress and identify areas for improvement.
- Communicated policy changes and updates to employees to ensure they were aware of the company's expectations.
- Established a structured evaluation process to assess employee performance on a regular basis.
- Conducted market research to identify new sales opportunities and potential customers.

Sales Manager

Gold's Gym

05/2019 - 03/2020

Greenville, SC

Achievements/Tasks

- Interviewed, hired, and trained staff to ensure that they were prepared to perform their roles effectively.
- Established and maintained monthly, weekly, and daily sales goals for the sales team to achieve business growth targets.
- Assisted the General Manager with daily operational procedures, ensuring that all activities were executed smoothly.
- Led the sales team to meet sales goals by providing guidance, support, and training to all staff members.
- Drove production by leading the sales process through personal sales, which resulted in increased revenue and business growth.

Customer Service Representative

Trugreen

01/2017 - 04/2019

Buford, GA

Achievements/Tasks

- Answered inbound customer service calls, responded to customer emails and surveys.
- Resolved customer service concerns by identifying the root cause of the issue.
- Escalated customer issues that required extensive problem solving to the appropriate teams.
- Used save training and current save offers to retain customers at every opportunity.
- Updated and maintained the customer database with accurate information through timely data entry.

Membership Director

Athletic Club Northeast

09/2014 - 12/2016

Atlanta, GA

Achievements/Tasks

- Executed the interviewing and hiring process, selecting qualified candidates to fill open positions.
- Took responsibility for the training and professional growth of employees, providing training and support to ensure success in their roles.
- Oversaw the effective enforcement of policies and procedures, ensuring compliance with company standards.
- Conducted monthly employee evaluations, providing feedback and identifying areas for improvement.
- Led the sales process by consistently being a top performer, driving business growth and exceeding sales targets.
- Completed standard reports timely and accurately, ensuring that all necessary documentation was filed and stored correctly.

Sales Manager

L A Fitness

09/2013 - 09/2014

Buford, GA

Achievements/Tasks

- Interviewed, hired, and trained staff to ensure that they were prepared to perform their roles effectively.
- Established and maintained monthly, weekly, and daily sales goals for the sales team to achieve business growth targets.
- Assisted the General Manager with daily operational procedures, ensuring that all activities were executed smoothly.
- Led the sales team to meet sales goals by providing guidance, support, and training to all staff members.
- Drove production by leading the sales process through personal sales, which resulted in increased revenue and business growth.

Sales Manager

Body Plex

12/2009 - 09/2014

Lawrenceville, GA

Achievements/Tasks

- Executed the interviewing and hiring process, selecting qualified candidates to fill open positions.
- Took responsibility for the training and professional growth of employees, providing training and support to ensure success in their roles.
- Oversaw the effective enforcement of policies and procedures, ensuring compliance with company standards.
- Conducted monthly employee evaluations, providing feedback and identifying areas for improvement.



WORK EXPERIENCE

Sales Manager

Gold's Gym

12/2006 - 11/2009

Lawrenceville, GA

Achievements/Tasks

- Executed the interviewing and hiring process, selecting qualified candidates to fill open positions.
- Took responsibility for the training and professional growth of employees, providing training and support to ensure success in their roles.
- Oversaw the effective enforcement of policies and procedures, ensuring compliance with company standards.
- Led the sales process by consistently being a top performer, driving business growth and exceeding sales targets.
- Completed standard reports timely and accurately, ensuring that all necessary documentation was filed and stored correctly.



EDUCATION

Marketing

Alabama Agricultural and Mechanical University

1992 - 1995



ACHIEVEMENTS

Served in United States Army Reserve (1993 - 2001)



LANGUAGES

English

Native or Bilingual Proficiency



REFERENCES

Shall be available upon request.