

Darren Dobey

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Objective

Dynamic, results-driven leader with over 18 years of experience in sales and customer service, accomplished in helping companies to achieve success. Proactive at obtaining new business/clients, securing customer loyalty, and strong relationships with other networking businesses. Excellent mentor and coach with robust leadership abilities to recruit, build, and maintain exceptional sales teams.

Experience

Orangetheory Fitness - Director of Sales & Operations

5/20/2015 - Present

Strong leader that productively manages sales and fitness staff for studio efficiency while teaching classes and coaching clients with encouragement to their desired fitness success. Led multiple locations to achieve positive membership trends and increased revenue performance.

- Regularly exceed monthly quota of sales by 15-20% and maintain studio profitability.
- Competitively prospect new clients in local and regional areas.
- Ensure effective customer service, internally and externally, by successfully improving processes and creating positive customer experiences.
- Proactively participate and collaborate with senior management on ideas, procedures for future company growth and directives.
- Manages urgent escalations for immediate satisfaction and resolution.
- Maintain availability 24/7 for customer questions and concerns.

Massage Envy - Multi-Clinic Administrator (Lincoln, CA/San Ramon, CA/Roseville, CA)

5/5/2010 - 5/15/2015

- Increased sales revenue by 110% in 2 years.
- Focused on successful client experiences and providing positive customer service.
- Led and trained new employees for continued success.
- Increased customer service rating by 45% ending the term with 92% in customer satisfaction.

California Sun Centers - Salon Manager

8/1/2008 - 5/2/2010

- Maintain clean and healthy work environment.
- Successfully trained and led employees.
- Won award for Highest Sales - October, December, February, March.

Old Navy - Customer Service Supervisor

5/5/2005 - 7/25/2008

- Successfully hired and trained sales associates.
- Maintained goal of 65% sales quota on customer sign up on ONC (Old Navy Credit Card).
- Visual Merchandising

Education

Concord High School

9/2000 – 6/2005

General Education Development

Sierra College

8/2006 – 6/2008

Some College - Communications

Skills

Energetic work attitude, service-oriented, sharp problem solver.