

Gustavo Andrade

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Highly organized and proactive manager and administrator with 2+ years overseeing operations, scheduling, and customer relations in fast-paced environments. Adept at coordinating multiple urgencies, resolving client and staff inquiries, and maintaining efficient systems. Strong communicator with a track record of improving processes, achieving goals and supporting upper leadership.

Technical skills:

MS Office: Excel, Word, Outlook, PowerPoint

Google Suite: Docs, Sheets, Slides, Calendar

POS/KPI's systems: Mindbody, MyApps (MS), WellnessLiving, etc.

- Customer Service
- Digital Marketing
- Customer Support
- Tech-savvy

Willing to relocate: Anywhere

Work Experience

Head Trainer

Orangetheory Fitness-Toronto, ON

September 2024 to October 2025

- Managed daily operations, including scheduling coaches and staff.
- Recruit, train and educate new OTF coaches to ensure their success.
- coordinated corporate events, workshops and member engagement initiatives.
- acted as the primary point of contact for client concerns, resolving issues with diplomacy.

Group Fitness Trainer

Orangetheory Fitness-Toronto, ON

January 2024 to August 2024

- Leading and motivating members in a fast paced group fitness setting.
- multitasking to ensure the workout is delivered in a cohesive and exciting way but also keeping it on time.
- helping members set and achieve goals.
- working as a team with sales staff to ensure first time visitors have the best experience possible.
- creating an elevated, personalized and premium experience for members.

Sales Associate

Orangetheory Fitness-Toronto, ON

April 2023 to January 2024

- Handling members concerns in a professional and objective manner.
- Working with coaches to ensure the success of our members in Reaching their goals and first time visitors had the best experience possible.

- Presenting, explaining and embracing the brand with the goal of selling memberships.
- Reaching sales goals monthly

Co-owner

Carlson Gracie Jiu Jitsu-Calgary, AB
February 2021 to December 2022

- Oversaw all administrative functions, such as developing processes and manuals, systemizing and training workers in such systems, billing, promotions, finances.
- Handling sensitive client matters with discretion.

Education

Marketing (College diploma)

Ilac International College-Toronto, ON
January 2019 to January 2021

Customer service (College certificate)

Ilac international college-Toronto, ON
January 2018 to December 2018

Skills

- Customer service
- Fluent in Portuguese
- Filing
- Administrative experience
- Organizational skills

Certifications and Licenses

Certified Personal Trainer

January 2024 to January 2026

Standard first aid and CPR

January 2024 to January 2026