Olivia Bennett

Assistant Studio Manager

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SUMMARY

Assistant studio manager with 3 years in boutique fitness, now running daily operations for a strength and HIIT studio with 700 members. Highly organized with staff scheduling, class booking and member billing in Mindbody, and handles customer service issues before they reach the studio manager.

EXPERIENCE

Assistant Studio Manager 06/2024 - Present

Gowanus Strength Lab Brooklyn, NY

Boutique strength and HIIT studio with 700 members and 85 weekly classes.

- Build staff scheduling for 12 front desk staff and 14 instructors in Mindbody, covering every shift for 2 years.
- Resolve member billing, freeze and cancellation requests, cutting monthly cancellations from 6% to 4%.
- Drive membership sales on studio tours, converting **38%** of intro visitors in 2025.
- Run opening and closing reports, cash handling and a retail inventory worth $18,000.

Front Desk Associate 08/2023 - 05/2024

Park Slope Pilates House Brooklyn, NY

Reformer Pilates studio with 6 instructors.

- Checked in up to 250 clients a day and managed class booking for 6 instructors.
- Answered phone and email inquiries within 2 hours, booking 40 private sessions a month.
- Organized retail stock and weekly sales counts in MS Office spreadsheets.
- Oriented new clients on studio rules and reformer safety before their first class.

SKILLS

- **Mindbody**
- **Staff Scheduling**
- **Class Booking**
- **Member Billing**
- **Membership Sales**
- **Cash Handling**
- **Retail Inventory**
- **MS Office**
- **Customer Service**
- **Communication**

EDUCATION

Bachelor of Science

Brooklyn College

Business Administration

Brooklyn, NY

05/2023

CERTIFICATES

CPR/AED

American Red Cross

09/2025