Devin Okafor

MEMBER SERVICES REPRESENTATIVE

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SUMMARY

Member services representative with 18 months at the front desk of a 6,000-member fitness club, handling check-ins, membership sales, billing questions and cancellations. A strong listener with a real passion for fitness and health who solves account problems on the first visit and has saved 35% of members who asked to cancel.

EXPERIENCE

Member Services Representative

04/2025 - Present

Mile High Athletic Club

Denver, CO

Full-service fitness club with 6,000 members, a pool and 90 group classes a week.

- Check in **500+** members a shift and fix badge, billing and guest pass problems at the front desk within minutes.
- Sell memberships and personal training packages to walk-in guests, averaging 22 new memberships a month in 2026.
- Process freezes, upgrades and cancellations in the club management software, saving 35% of members who asked to cancel.
- Balance daily cash handling and card payment totals against the register report, matching to the dollar on 98% of shifts.

Barista (Part-Time)

06/2023 - 03/2025

Larimer Street Coffee Co.

Denver, CO

Independent coffee shop serving 600 customers a day.

- Prepared 200+ drinks a shift during the morning rush while keeping average wait times under 4 minutes.
- Resolved order mistakes and customer complaints on the spot, earning staff mentions in 30+ online reviews.
- Trained 3 new baristas on recipes, register procedures, cleaning checklists and food safety rules.
- Counted and logged weekly milk and bean inventory in a shared Excel sheet, preventing stockouts on busy weekends.

SKILLS

Customer Service | Membership Sales | Club Management Software | Payment Processing | Cash Handling | Computer Skills | Excel | Outlook | Problem-Solving | Professionalism

EDUCATION

Associate of Arts

05/2024

Community College of Aurora

Aurora, CO

General Studies

CERTIFICATES

Adult First Aid/CPR/AED

2025

American Red Cross