

DANIELLE HILL

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Summary

Purposeful problem solver, driven and intentional collaborator eager to expand my development and passion to inspire and lead the lululemon team as an Assistant Manager of Guest Experience. My work mission statement is to support the elevation of others by engaging directly with compassion. I care about people, first, and believe that supporting others to find personal fulfillment produces a more vibrant and dedicated work environment that lays the groundwork for growth and self discovery.

Skills

- Effective communicator and problem-solver
- Coach, leader and mentor in role at lululemon
- Experienced in community/brand outreach
- Strong leadership capability in various settings
- Dedicated and committed to results
- Passionate, responsible and direct
- Gallup Strengths Finders Top 5 skills: Relator, Harmony, Intellection, Responsibility, Activator

Experience

Assistant Manager of Guest Experience 09/2022 - current
lululemon | Georgetown, Washington, DC

- Lead an exceptional guest experience as a leader on the sales floor, making hard decisions and handling guest resolutions to provide the best possible outcome to support continued love of the brand.
- Supported store manager in her vision and brought this vision and strategy to the team
- Developed Key leaders into roles within Visual Merchandising to support personal development goals and the needs of the business
- Directly oversaw ~20 educators, and worked to support the entire team in fostering an inclusive and diverse work environment.
- Lead performance management activities, including direct feedback, PIP's, performance and accountability concerns, as well as team acknowledgements and staff rewards.
- Continued to lead Visual Merchandising, and maintaining proper understanding of operational duties as it pertains to VM.

Key Leader 08/2021 - 09/2022
lululemon | Georgetown, Washington DC

- Managed all roles and responsibilities of business/floor leadership
- Effectively leads/coaches/develops educators to enhance their relationship with their roles and responsibilities at work.

- Own agenda/delegation for Staff Meetings monthly
- Lead store merchandising, outlining tasks and creating strategy for effective sell through
- Assisting with budget tracking for store expenses
- Trained educators on how to facilitate mentorship shifts with newly onboarded employees

Crossfit Coach/Online Manager 03/2020 - 4/2021

Stone Forge Crossfit | Pasadena, Maryland

- Coaches for online component of Stone Forge's at home programming
- Managed Online platform, new member intake and scheduling

Certified Personal Trainer 10/2016 - 12/2019

Bactive 24 Hour Gym | Chengdu, China

- Creates periodized weight training programs, sets up equipment and provides detailed instructions
- Leads clients of all ages, including teenagers in athletic development through personal workouts and skill development training

Certified Yoga Teacher 11/2017 - 12/2019

The Temple House | Chengdu, China

- Yoga teacher for Saturday Yoga & Brunch at a Five Star Hotel in Chengdu
- Have also held a twice weekly class at the US Consulate from 2016-2018

Fitness Program Researcher & Developer 09/2017 - 08/2019

More Fun Fitness / Speedplay | Chengdu, China

- Assisted in developing all programs for approximately 12 different screen-assisted group fitness classes, with hundreds of programs created
- Assisted in researching and filming thousands of GIFs
- Lead "Academy Fit," a program meant to support and build up coaches for longevity in the industry

Certified Personal Trainer 10/2011 - 08/2013

Meyer Fitness | Norfolk, Virginia

- Worked with adults in a personal training and coaching environment.
- Guided clients with specific weight management and strength building goals.

Education and Training

Bachelors Degree: Psychology Expected in 09/2023

Old Dominion University | Norfolk, Virginia, USA

Certified Personal Trainer 2014

National Academy of Sports Medicine

Certified Yoga Teacher 10/2014

Yoga District, Washington D.C. USA

Activities and Honors

- Supported community in role as a lululemon key leader, and am experienced in strategy development for programs/outreach
- Lululemon Ambassador for 3 years in Chengdu, China during which time I've organized and facilitated numerous community events
- Organized a monthly cycling event supporting 30+ cyclists
- Lead Workshops held in multiple languages for Chengdu's Women in Business networking cohort
- Organized a Female Fitness Collective group to discuss health and mindset concerns within the community of Chengdu, China