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# JENNY TECKLENBURG

*Personal Assistant*

## PROFESSIONAL SUMMARY

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A multi-skilled Entrepreneur with over 18 years of extensive experience in business development and leadership, team management, adept at client retention, customer service, scheduling, and problem-solving. Demonstrates a passion for fostering growth and development in individuals, leveraging skills in marketing and website design to enhance client engagement and streamline operations. Committed to implementing innovative solutions to optimize efficiency, satisfaction, and efficiency while aspiring to drive future success through collaborative efforts and a supportive work environment.

## EMPLOYMENT HISTORY

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### OWNER AND OPERATOR

#### *Balanced Bodies*

Nov 2012 - Present

*Vancouver*

- ◆ Identify goals and obstacles of client list of over 2000 clients
- ◆ One-on-one training using compelling motivation & communication techniques
- ◆ Created five websites, social media pages, and online booking systems.
- ◆ Developed personalized fitness programs, leveraging digital platforms to enhance client engagement and streamline operations for a 2000+ client base.
- ◆ Implemented one-on-one training strategies, employing advanced motivation techniques to drive client success and foster long-term fitness commitment.
- ◆ Pioneered a holistic wellness approach, integrating physical training with goal-setting sessions to address clients' unique obstacles and aspirations.
- ◆ Analyzed client progress and program effectiveness, continuously refining training methodologies to optimize individual outcomes and overall satisfaction.

### OWNER AND OPERATOR

#### *Hāmama Studio*

Oct 2021 - Oct 2024

*Playa del Carmen, Mexico*

- ◆ Created, operated, and sold a successful and profitable yoga studio.
- ◆ Led a team of 8 yoga instructors and 1 manager, fostering collaboration and managing cultural work ethic differences.
- ◆ Taught sold-out yoga classes, maintaining high-quality instruction and client satisfaction.
- ◆ Managed a client list of 1,800 members, ensuring exceptional service and engagement.
- ◆ Developed and maintained the studio's website, ensuring a seamless online presence.
- ◆ Designed and managed an efficient online booking system for classes and events.
- ◆ Handled customer complaints with professionalism, ensuring prompt resolution and retention.
- ◆ Communicated effectively in two languages, serving a diverse clientele and staff.
- ◆ Creation, sales, and execution of 10 wellness retreats.

### EXECUTIVE ASSISTANT

#### *Alchemy Centre*

Nov 2012 - Jun 2014

*North Vancouver BC*

- ◆ Managed client communications for over 2000 contacts, enhancing engagement and retention.
- ◆ Designed and maintained the website, improving user experience and accessibility.
- ◆ Coordinated schedules for eight contractors, optimizing workflow and efficiency.
- ◆ Implemented online booking systems, streamlining operations and increasing client satisfaction.

**FAIRMONT PRESIDENTS CLUB SUPERVISOR**

2011 - 2012

*The Fairmont Waterfront**Vancouver BC*

- ◆ Executive bookings, concierge, direct communication and internal bookings for Fairmont's VIP guests of 1000+
- ◆ Led creation of 12 SOPs enhancing inter-departmental communication across 8 hotel sectors.
- ◆ Developed and implemented a comprehensive 52-page Front Desk Training Manual as Head Trainer.
- ◆ Received 3 Service Plus awards for exceptional service skills and knowledge.
- ◆ Facilitated monthly meetings to improve corporate communication with leaders and colleagues.
- ◆ Provided conflict resolution expertise, enhancing guest and colleague satisfaction.
- ◆ Streamlined communication across 8 hotel departments by developing 12 Standard Operating Procedures, enhancing operational efficiency and guest satisfaction.

**GUEST SERVICE AGENT**

2010 - 2011

*The Fairmont Waterfront**Vancouver BC*

- ◆ Processed transactions for 600+ guests daily, ensuring accuracy and efficiency.
- ◆ Managed \$3000 cash float, maintaining precise cash handling procedures.
- ◆ Recognized as Top Up-Seller in 2011, exceeding \$55,000 in sales.
- ◆ Resolved guest complaints professionally, coordinating with leadership for follow-up.
- ◆ Coordinated with 8 departments, enhancing internal communication and guest experience.

**SHIFT SUPERVISOR**

2006 - 2008

*Starbucks Coffee**North Vancouver BC*

- ◆ Managed shifts for 6-10 staff, ensuring smooth operations and resolving conflicts.
- ◆ Executed seasonal store merchandising five times annually, enhancing visual appeal.
- ◆ Awarded 4 Partner Appreciation Awards for exceptional management performance.
- ◆ Trained 8 Shift Supervisors, improving team leadership capabilities.
- ◆ Handled daily bank deposits of \$1200-\$2200, ensuring financial accuracy.

**EDUCATION****BCRPA CERTIFICATIONS**

2011

*British Columbia Recreation Parks Association**Vancouver*

- BCRPA Group Fitness & Cycling
- BCRPA Personal Trainer

**TOURISM MANAGEMENT DIPLOMA**

2008 - 2010

*Capilano University**BC*

- Dean's List for academic achievement

**COURSES****BREATHWORK & COLD EXPOSURE CERTIFICATION**

Sep 2023 - 2023

*ReConnect***FIRST AID & CPR C**

2024

*National Life Saving Society***VINYASA YOGA 200HR**

Jan 2023

*One Yoga***EXERCISE FOR OLDER ADULTS**

2017

*ACE***CERTIFICATION**

2013

*Train The Trainer***CERTIFICATION**

2015

*Superhost Fundamentals***SKILLS**

Personal Training (*Expert*), Group Fitness (*Expert*), Business Development (*Experienced*), Customer Service (*Expert*), Leadership (*Expert*), Marketing (*Skillful*), Website Design (*Experienced*), Scheduling (*Skillful*), Conflict Resolution (*Experienced*), Cash Management (*Skillful*), Merchandising (*Skillful*), Training (*Skillful*).

## LANGUAGES

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English (*Native*), Spanish (*Novice*).

## ADDITIONAL INFORMATION

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### SUPPORTING QUALIFICATIONS

#### Computer Skills:

- ◆ MS Office Suite
- ◆ WordPress
- ◆ Website Creator, edit & upkeep
- ◆ WIX Bookings
- ◆ WIX App
- ◆ Outlook Explorer
- ◆ Opera PMS
- ◆ MindBody
- ◆ Squirrel

#### Community Contribution:

- ◆ Community Run warm-up leader (West Van)
- ◆ BC Fit Conference 2012 (24hrs)
- ◆ Run For The Cure (Team Waterfront)
- ◆ 2010 Winter Olympics (Whistler Olympic Park)
- ◆ Outdoor School (2 years)

## LINKS

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Documentary on Hāmama Studio: [youtu.be](https://youtu.be), Hāmama Website: [www.hamamawellness.com](http://www.hamamawellness.com),

Personal Website: [www.jennytecklenburg.com](http://www.jennytecklenburg.com), Google Reviews on Jenny: [maps.app.goo.gl](https://maps.app.goo.gl).