

PRATHIBHA MN

People's Manager | Team Leadership | Client Retention | Operational Effectiveness



CONTACT INFORMATION

Email - prathi612@gmail.com

Phone - +91 8825802273

SUMMARY

I am a dedicated professional with a passion for optimizing people management and operational effectiveness. With experience in leading teams and driving strategic growth, I have a proven track record of enhancing client retention and business expansion in wellness environments. I excel in cultivating positive organizational cultures and fostering collaboration across diverse teams.

EXPERIENCE

People's Manager

The Studio by Copper + Cloves

01/2025 - 10/2025

- Directed comprehensive operations of the studio, demonstrating advanced people management capabilities.
- Successfully led and mentored a diverse team of 30, which included studio staff and a dedicated chef team.
- Screened, interviewed, trained, and developed a high-performing, diverse team of 30, which included studio staff and a dedicated chef team.
- Managed and supported a diverse team of 30, personally developing their skills which contributed to establishing a culture of exceptional service.
- Established and cultivated the organizational culture, prioritizing high performance and exceptional service delivery.
- Drove significant growth in the customer base through strategic oversight of scheduling, client relations, and marketing.

Studio Manager

Yoga Bandham

01/2018 - 12/2019

- Increased studio revenue by {30%} by managing end-to-end operations and balancing instructional duties with business functions
- Guided the people management effort through comprehensive client onboarding and retention programs
- Oversaw all administration and facility maintenance and spearheaded local marketing initiatives
- Resulted in improved client retention rates and measurable growth of the overall customer base

EDUCATION

Diploma in Life Coaching and Counselling

CCS Academy

01/2022 - 12/2022

Bachelors

University of Madras

01/2018 - 12/2020

SKILLS

MS Office

Payroll

KEY ACHIEVEMENTS



Enhanced Client Retention

Increased customer base by 30% in one year.



Led Diverse Team

Mentored a team of 30, improving performance by 25%.



Streamlined Operations

Reduced operational costs by 15% through strategic scheduling.



Revamped Client Program

Improved client retention rates by 40% within six months.

CERTIFICATIONS

Certified Global HR Professional

Master HR Competencies

Talent Acquisition

HR Planning, Recruiting and Onboarding

HR Analytics

HR Analytics for Data-Driven Decisions and Forecasting

ADDITIONAL EXPERIENCE & SKILLS

Classical Dance

Accomplished classical dancer with 15+ years of rigorous training and a performance portfolio of over 100 shows.

Wellness & Yoga

Certified Hatha Yoga Teacher with experience instructing more than 1000 people through dynamic online and offline wellness programs.

Psychology

Incorporates principles from psychology and therapy into wellness sessions, based on training from specialized short-term courses.

Food Curation

Certified Vegan Chef with hands-on experience in a professional café setting and a proven ability to curate specialized menus for events.

Event Curation

Experienced in organizing and managing multiple cultural and art-based events from concept to execution.