

# ROBERT SMITH

## Intern Fitness Specialist

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Highly motivated and experienced customer service professional with proficiency in handling/managing a variety of customer oriented tasks in a dynamic and professional environment. Exhibits comprehensive understanding of the skills needed to function in a variety of customer service environments. Able to coordinate several tasks at once and prioritize work to meet the needs of internal and external customers.

## EXPERIENCE

### Intern Fitness Specialist

**ABC Corporation - 2010 - 2012**

- Develop, plan, organize and deliver fitness center programs, classes, and special events.
- Create or coordinate creation of flyers, bulletin boards, displays, newsletters, etc.
- Create, coordinate, and conduct outreach programs such as health fairs, pre/post-natal wellness, smoking cessation and diabetes awareness. Conduct facility tours and new member orientation and training.
- Conduct health and fitness evaluations, develop safe and appropriate exercise programs.
- Ensure that customers are appropriately screened for health risks, observed and monitored for safe use of equipment, and adherence to fitness center guidelines and rules.
- Provide awareness of entire department needs and work with peers to ensure adequate coverage for operations, special events, and classes/personal training.
- Act as a resource for fitness center staff and volunteers in solving departmental issues.

### Fitness Specialist

**Norfolk Fitness & Wellness Center - 2006 - 2010**

- Assists with the management of daily operations of the facility by scheduling and monitoring volunteers and employees, compiling figures and preparing reports, providing lesson plans and program planning, and authorizing permits and collecting fees for rental of the facility.
- Develop fitness programs for personal training clients.
- Provide personal training services to clients according to their fitness goals. Plans, implements and evaluates recreational programs and daily activities of the center and provides assistance to employees.
- Ensures the safety and supervision of the fitness floor and that patrons are using equipment properly.