**JOSE L. GONZALEZ**

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**Professional Summary**

To secure a position within an organization, that utilizes my abilities and understands the essence of

teamwork. Strong interpersonal skills with certification in various disciplines with a focus on

implementation to increase productivity. From 1997 to 2003, worked in the Information Technology

industry with Microsoft and Linux. Although, I have moved away from this skill set, the basis of the

experience has helped me to become a faster learner through problem solving and the patience to get

the job done.

**Work History**

**Operations Manager, 03/2016 to Current  
MDx Diagnostics LLC**

Generated invoices upon receipt of billing information and tracked collection progress. Assumed

ownership over team productivity and managed work flow to meet or exceed quality service goals.

Recommended operational improvements based on tracking and analysis resulting in $80K in revenue.

Translated business needs and priorities into actionable logistics strategies.

**Contracted Product Rep, 11/2014 to Current**

**Betancourt Nutrition LLC**

Planned procurement and distribution of products to assure shipping orders as well as an explanation for any backorders. Sampled batches for QC and responded to any customer concerns on product nutrients. Confirmed any orders within the northeast region assuring delivery in a timely manner. Setup monthly samplings at multiple locations within the northeast region as well as increased sales for that location, Due to product awareness.

**Operations Manager, 11/2015 to 02/2016  
Hackensack UMC Powered by the GIANTS**

Managed financial budgets with planning, forecasting and revenue generation upwards of $100K. Led

the facility management staff and consultants in producing a business plan that focused on all aspects

of facility operations, including setting priorities and job assignments. Skillfully developed

departmental goals, objectives, standards of performance, policies and procedures. Run and review

reports on club usage, payroll data, member retention and cancelations.

**Operations Manager, 08/2012 to 11/2015  
NoBody Denied Fitness**

Exceeded revenue and performance goals set for the club by 20%. Created canned reports on club

performance and projections. Motivate/inspire Staff to achieve results through goal setting and

accountability. Responsible for the hiring/training/performance of all staff. Maintain a high level of

customer service.

**Sales/Personal Trainer, 07/2008 to 11/2012  
Gold's Gym**

Closed an average of 80 sales contracts each quarter. Contacted customer to follow up on purchases,

suggest new merchandize and inform them about promotions and upcoming events. Managed wide

variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.

Trained clients to improve their overall endurance, strength, flexibility and balance. Created personal

training programs that addressed specific injuries or health problems.

**Fitness Director, 05/2004 to 06/2008  
Signature Fitness**

Personal Training-Budget, Sales, Education, Marketing, Staff selections and evaluations. Increased

productivity resulting in revenue increase of 10K. Manage day to day operations. Fitness testing, Adult

and Youth programming, Equipment, and staff scheduling. Organize and host Fitness Committee

meetings. Responsible for Moral boosting and team building.

**Education**

2017 Currently enrolled (Union County College - Business Management)

2016 IFA Training/Nutrition Certification / CPR **(Current)**

2009Bergen County EMS Training Center / NJ State Certified Emergency Medical Technician

1998 Kinesis, Apex Fitness professional / Nutritionist, Spin Certified

1997 Bergen County Community College (Exercise Science Major)

**TECHNICAL**

Epic Systems, GE Centricity, MS Word, MS Excel, MS Outlook, Windows 2007 and XP. Bi-lingual:

Fluent in English and Spanish