

Xavier Guzman

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CAREER OBJECTIVE

To secure a position in technology information at a reputable organization to expand my learnings, knowledge, and skills, while making a significant contribution to the success of the company.

SUMMARY OF QUALIFICATIONS

- Excellent communication skills
- Able to identify problems and implement corrective processes
- Able to delegate tasks and make sound decisions quickly
- Strong initiative to represent the company in a positive and respectful manner
- Current CPR and AED Certification

EDUCATION

The University of Texas at San Antonio

- **Bachelor of Business Administration in Cyber Security**
January 2020 – Current
- **Full Stack Development Certification**
October 2020 – April 2021
- **Bachelor of Business Administration in Management - concentration in International Business**
Graduated: August 2016

WORK EXPERIENCE

Fitness Instructor/Member Service Representative – Planet Fitness, San Antonio, TX *May 2018 – Current*

- Designed classes to match the skill, learning levels, and personal goals of all participants
- Educated members on the use and operation of fitness equipment
- Operated front desk check-in system and facilitated member account updates
- Calculated rates and monthly payment amounts for new members
- Verified that all facility standards were maintained daily

Sales Associate – Orangetheory Fitness, San Antonio, TX *January 2018 – March 2018*

- Arranged proper on-boarding of clients by adhering to client intake procedures and membership agreements
- Conducted telephone inquiries, follow up calls, and customer care calls for quality customer service
- Maintained accurate records using established Orangetheory Fitness sales systems
- Collaborated closely with fitness team to ensure that processes are fulfilled
- Responsible for processing accurate cash and credit card transactions

Customer Care Specialist - Harland Clarke, San Antonio, TX *March 2017 – July 2017*

- Educated staff and customers regarding information technologies through clear and simple terminology
- Assisted customers with navigating their personal computer and troubleshooting customers' systems
- Monitored data to track individual key performance indicators
- Maintained complete and accurate records of all call activity
- Ensured the security and privacy of customer information

ADDITIONAL SKILLS

- HTML
- JavaScript
- CSS
- Node.JS
- jQuery