

Xavier Guzman

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SUMMARY OF QUALIFICATIONS

- Excellent communication skills
- Able to delegate tasks and make sound decisions quickly
- Able to identify problems and implement corrective processes
- Strong initiative to represent the company in a positive and respectful manner
- **Scripting Language:** Javascript, Typescript, Express, Angular, jQuery, React, Bash
- **Object-Oriented Programming:** , JAVA
- **DBMS:** MySQL, MongoDB

EDUCATION

The University of Texas at San Antonio

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

KEY PROJECTS

Portfolio

Link: <https://xavier-guzman-portfolio.herokuapp.com/home>

- Designed overall architecture using React.js, Javascript, Node.js, and other dependencies

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

August 2017 - April 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 computers 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