MARLON MONTERO RIVERA 

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General information

Personal trainer Certified by UNA, massage therapist titled by CUC, with over 10 years of customer service experience working with English speakers, student of kinesiology at UCR. Areas of expertise include conflict resolution, sales, kinesthetic teaching and game designing. Proven ability to deliver outstanding customer service, handle customer service queries within first contact, and meet department goals. Fluent in English and Spanish.

Education

BACHELOR in ENGLISH TEACHING

* Universidad Latina de Costa Rica.

ENGLISH FOR ASSISTING TOURISTS

* Instituto Nacional de Aprendizaje, INA.

PHYSICAL TRAINER

* Universidad Nacional, UNA.

TECHNICAL AS MASSAGE THERAPIST

* Colegio Universitario de Cartago, CUC.

FIRST AIDS

* Costa Rican Red Cross Goicochean Commission.

ASEPSIS

* Instituto Nacional de Aprendizaje, INA.

HIGH SCHOOL DIPLOMA

* Fernando Volio Jiminez High School, December 2004.

**COMPUTING:**

IT essentials (INA)

Excel

Windows

Computing Tools

Word processing: Microsoft Word

Internet. (INA)

Typing. (INA)

\*There are several other studies that are not included on this cv, but if you are interested, I may provide more details upon request.

Skills & Abilities

* Excellent interpersonal and communication skills.
* Excellent customer services skills.
* Strong organizational skills and attention to detail.
* Natural ability to work both alone or as a part of a team.

·Strong analytical and problem-solving skills.

Experience

\*Coach assistant at Eurogym 2013 to 2014

\*6 months internship work with CEDERSA, UNA (2016)

\*Pedagogy assistant with emphasis on the capability of kinesthetic learning on gymnastics 2013 to 2017 UCR.

\*Floor trainer 2017 to 2018 MultiSpa.

Fernando Volio Jimenez High School.

\*Supervised University Practicum (7 months) 2008 – 2009.

\*Assigned University Community Service: “Project: introduction of grammar and pronunciation of ESL to fourth grade high school students with ages between 16 and 18 years” (2010).

Startek Costa Rica

\*Sales agent, 2010 to 2011

Directions in Research

\*Interviewer, 2011 to 2012.

Sykes Latin America S.A. Moravia - Hatillo

\*Customer service, support and floor support representative, account fraud protection agent, LEAPER (manager, QA &amp; trainer), 2012 June to November 2016

\*Member of emergency brigade, trained on first aids, CPR, bandaging, START triage method to handle massive emergencies, trained in and by Sykes.

References

* Available upon request.