

Steven Morera

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EDUCATION

FLORIDA INTERNATIONAL UNIVERSITY

Bachelor of Arts

Miami, FL

January 2021 - July 2023

Major in Psychology

Relevant Coursework: Fundamentals of Cognitive Psychology, Social Psychology, Development Psychology, and Health Psychology.

MIAMI DADE COLLEGE

Associate in Arts

Miami, FL

August 2016 - December 2019

Major in Computer Science

WORK EXPERIENCE

THE YARD MIAMI

Certified Personal Trainer

Miami Lakes, FL

January 2021- Present

- Assess clients' fitness levels, goals, and limitations to design personalized workout plans that incorporate various exercises and training techniques, ensuring progressive improvements in strength, endurance, and flexibility.
- Demonstrate proper exercise techniques and movements, ensuring clients understand and perform exercises safely and effectively. Offer continuous support, encouragement, and accountability to help clients stay motivated and achieve their fitness objectives.
- Track clients' performance and progress through regular assessments resulting an average BMI loss of 5%. Adjust training programs as needed to address evolving fitness levels, goals, or any injuries, ensuring optimal results and maintaining client satisfaction.

WALGREENS

Customer Service Representative

Hialeah, FL

September 2019 – March 2020

- Provide exceptional customer service by greeting and assisting customers in-store, addressing inquiries, and resolving issues promptly and effectively to enhance the customer experience.
- Maintain comprehensive knowledge of store products and services to offer accurate information and recommendations, facilitating sales and promoting loyalty programs to customers.
- Assist with daily operations by handling transactions, processing returns, managing inventory levels, and ensuring the cleanliness and organization of the sales floor to promote a positive shopping environment.

BEST BUY

Sales Associate

Hialeah, FL

October 2017 - October 2018

- Actively engaged with customers to assess their technology needs, providing expert product recommendations and personalized solutions to enhance their shopping experience, ultimately driving sales and meeting or exceeding sales targets.
- Maintained comprehensive knowledge of the latest consumer electronics, including computers, mobile devices, and home appliances, and effectively demonstrated product features and benefits to customers, facilitating informed purchasing decisions.
- Assisted customers with post-purchase support, including troubleshooting technical issues and coordinating product returns or exchanges, ensuring a high level of customer satisfaction and fostering long-term customer relationships.

ADDITIONAL

Technical Skills: Proficient in Computer Assembly and Maintenance, Operating Systems, Networking, Software Proficiency, Technical Support, Troubleshooting and Problem Solving

Languages: Fluent in English and Spanish