

Citlali Candelario

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Authorized to work in the US for any employer

Work Experience

Fitness Personal Trainer

Citlali Fitness LLC-Dallas, TX

May 2022 to Present

- Developed personalized fitness programs for clients based on their individual goals, needs, and abilities
- Provided nutritional guidance and educated clients on healthy eating habits to support their fitness goals
- Organized group fitness classes tailored towards different skill levels or target areas (e.g., core strength class)
- Participated in community events or health fairs to promote the benefits of regular exercise and healthy lifestyle choices

Customer Service Representative

24 Hour Fitness-Mesquite, TX

January 2022 to July 2022

- Provided exceptional customer service by promptly addressing inquiries, resolving issues, and ensuring customer satisfaction
- Demonstrated strong product knowledge to effectively answer customer questions and provide accurate information
- Collaborated with cross-functional teams to escalate unresolved issues and ensure timely resolution for customers
- Maintained detailed records of all customer interactions in CRM system for future reference and analysis
- Contributed to team success by achieving individual targets while also supporting colleagues during peak periods
- Developed strong problem-solving skills through analyzing complex situations quickly while maintaining composure under pressure

Customer Service Representative

Athleta-Dallas, TX

October 2019 to May 2022

- Provided exceptional customer service by promptly addressing inquiries, resolving issues, and ensuring customer satisfaction
- Demonstrated strong product knowledge to effectively answer customer questions and provide accurate information
- Built rapport with customers through active listening, empathy, and personalized interactions
- Resolved complex customer complaints by investigating the root cause of the issue and implementing appropriate solutions
- Participated in regular training sessions to stay updated on product features, policies, procedures, and industry trends
- Upsold additional products or services to customers based on their needs and preferences

- Contributed to team success by achieving individual targets while also supporting colleagues during peak periods
- Developed strong problem-solving skills through analyzing complex situations quickly while maintaining composure under pressure

Instructor

Fit Theorem-Dallas, TX

August 2019 to December 2021

- Led group fitness classes for a diverse range of participants, including beginners, intermediate, and advanced levels
- Ensured a safe exercise environment by closely monitoring participants' form and technique during workouts
- Maintained a high-energy atmosphere in classes to keep participants engaged and motivated throughout the session

Teacher

Dallas Daycare Academy-Dallas, TX

August 2018 to February 2019

- Implemented effective classroom management techniques to maintain an orderly learning environment conducive to student success
- Developed and implemented engaging lesson plans that catered to diverse learning styles and abilities
- Created a positive classroom environment by establishing clear expectations for behavior and fostering a supportive community of learners

Teacher

Brazos Valley Kids Academy-Bryan, TX

January 2017 to May 2018

- Developed and implemented engaging lesson plans that catered to diverse learning styles and abilities
- Created a positive classroom environment by establishing clear expectations for behavior and fostering a supportive community of learners
- Established open lines of communication with parents/guardians through newsletters, emails, parent-teacher conferences, and online platforms

Substitute Teacher

HEAD START OF GREATER DALLAS-Dallas, TX

May 2017 to December 2017

- Managed classroom behavior and maintained a positive learning environment in the absence of the regular teacher
- Implemented lesson plans provided by the absent teacher, ensuring continuity in curriculum delivery
- Communicated effectively with parents/guardians regarding student performance and behavior as needed
- Ensured a safe environment by enforcing school policies on safety protocols during emergencies

Customer Service Representative

PLS Check Cashers-Dallas, TX

June 2016 to January 2017

- Maintained detailed records of all customer interactions in CRM system for future reference and analysis
- Assisted with order fulfillment processes such as tracking shipments or coordinating returns/exchanges when necessary
- Recognized as a top performer within the department based on consistently high levels of customer satisfaction ratings

- Managed escalated customer issues with professionalism and empathy, ensuring swift resolution while maintaining a positive brand image

Crew Leader

Sonic Drive In-Dallas, TX

June 2012 to June 2015

- Provided fast and friendly service to customers, ensuring a positive dining experience
- Managed cash transactions with accuracy and integrity, handling large volumes of cash daily
- Maintained inventory levels by restocking supplies as needed throughout shifts
- Demonstrated ability to handle high-pressure situations with calmness and professionalism

Education

High school diploma

A+ Academy

August 2010 to June 2014

Skills

- Organizational Skills
- Teaching
- Personal Training
- Classroom Experience
- Toddler Care
- Curriculum Development
- Group Fitness
- Classroom Management
- Sports Coaching
- Infant Care

Additional Information

Skills Summary

- Self-Presentation and communication skills.
- Knowledge retention.
- Positive attitude.
- Attention to detail.
- People oriented.
- Problem analysis - Problem solving.
- Analytical thinking.