



# MARIA FERNANDA SERNA CORTES

19/10/1995

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Cancún, available for geographic mobility

## RESUME

With almost 10 years of experience in the hospitality industry, I have developed a reputation for versatility and a passion for delivering exceptional customer experiences. Always committed to providing top-level service with professionalism and dedication.

## EXPERIENCE

### Gym Instructor

2024-12 - Nowadays

#### Finest Playa Mujeres

- Led dynamic and results-driven classes, including Spinning, Zumba, Functional Training, GAP, Core, Tabata, and Stretching, always adapting routines to different fitness levels and goals.
- Fostered a motivating and inclusive atmosphere, combining technical expertise with exceptional people skills to keep participants engaged, confident, and progressing in their fitness journey.

### Gym Instructor

2022-04 - 2023-01

#### Moon Palace Cancun

- Promoted overall wellness through yoga, HIIT, cardio dance, and Zumba classes, inspiring participants of all fitness levels.
- Created inclusive fitness experiences in a welcoming environment that improved guest health

### Pool Entertainer

2018-06 - 2022-04

#### Moon Palace Cancun

- Ensured guest comfort and safety during pool activities, offering tailored options for each guest.
- Led recreational activities such as dance classes, volleyball, Zumba, and guided tours.

## EDUCATION

### High School Diploma in Tourism

2014-07

Colegio de Bachilleres del Estado de Veracruz

## CERTIFICATIONS

#### • Functional Training Certification

Certified By Fitness and Health Institute

#### • Soft Skills for Life and Work

Certified By Junior Achievement Americas y Mujer Digital

#### • Multi Style Yoga Certification 500 Hrs

Certified By Traditional Yoga

#### • Raja Dhiraja Yoga 100 Hrs

Certified By Gran Comunidad YOGA

- Zumba B1
- Certified By ZUMBA

## LANGUAGES

- **SPANISH** Native
- **ENGLISH** C2 Proficient

## SKILLS

- Process Optimization
- Versatility & Adaptability
- Proactivity & Empowerment
- Advanced Customer Service
- Leadership & Motivation
- Problem Solving